

Jayadevahospital – a model hospital

This is a report of my pleasant and memorable experience in Sri Jayadeva Institute of Cardiovascular Sciences and Research (SJICSR) (popularly known as Jayadeva hospital), a Government of Karnataka owned medical institute on Bannerughatta Road in Bengaluru. Some of you may remember about (then) President Obama appreciating Jayadeva Hospital after personal experience of a US citizen in the hospital was shared with him. US citizen Kris Murthy, while on visit to Bengaluru, was rushed to Jayadeva hospital in 2009 after he complained of chest pain. At midnight, two cardiac specialists, a nurse and support staff attended to five patients, including him. Basic tests were conducted immediately, along with echo-cardiogram. Kris was later discharged as test results were normal. To his surprise, he was charged Rs 92. Taken aback, he wrote to President Obama about the hospital that had offered the best facilities at a nominal fee, and offers the same services free to lakhs of patients in need. Obama replied within a week, appreciating the hospital.

Also, few of my friends and relatives also had shared with me their good experience in the hospital. In addition to extensive in-patient treatment of cardiovascular disease, the hospital also has out-patient wing consisting of full-fledged laboratory and various cardio tests. Jayadeva has also started an institute called as 'Karnataka Institute of Diabetology'(KID), recently renamed as 'Karnataka Institute of Endocrinology and Research' (KIER), on their campus, with a good set of specialists and laboratory. KID/KIER was started with an objective of preventing/controlling diabetes as diabetes is found to be one of the triggering factors for cardio vascular diseases. Both the institutes, SJICSR and KIER, are run very professionally.

As my mother was a diabetic, I thought of visiting KIER (<http://www.kidbangalore.in/>) and Jayadeva Hospital (<http://www.jayadevacardiology.com/>) to ascertain my status and more importantly in preventing diabetes. Here is a report of my experience in Jayadeva campus as an **out-patient**.

1. I called the land line number (SJICSR 080-2297 7698 and KIER 080-22977235) to know about timings (8am to 5:30pm) for out-patients. I had also taken input from friends who had visited the institutes earlier.
2. The institutes, KIER and OPD wing of SJICSR, are open to public at 8 am. The token is issued from 7 am itself at KIER. Separate series of token numbers are issued to first time visitors and repeat patients. I along with my spouse visited KIER with empty stomach at around 8am.
3. **KIER:** For all first time visitors, registration fees is Rs. 100. Review registration charges for subsequent visits is Rs.50 per visit. Laboratory charges are low, as per MAT rates. Further, senior citizens get staggering 30% discount.
4. Once the institute opens at 8 am, the first time visiting patients are briefed about the process followed in KIER in batches in a separate room. They would be registered on payment of registration fees and given a file. Subsequently they are seen by a lab technician to note in the file, the basic data like height, weight, BMI, BP etc., followed by a diabetology specialist doctor who will study the patient and list the laboratory tests to be done. At this point we have to pay the lab charges for the tests indicated.
4. In the case of repeat patients, the doctor would have already listed the laboratory tests to be done during the previous visit. Patients can go directly to counter, as and when their token number is called, to pay fees (Review registration and lab charges).

5. Then we have to wait for our turn to give our blood / urine sample. After samples are given, we need to take food. There is a food court on the first floor of main building (Jayadeva) adjacent to KIER. We need to give sample again two hours after having food. An hour after giving second sample, laser printed reports are given neatly filed. Subsequently we need to see the same doctor with the report. Doctor would study and advise medication if necessary and also advice what laboratory tests are required in our next visit and when to visit next (3 months later, 6 months later etc). Also we may be advised to see nutritionist. Nutritionist notes the food we take along with the timings. She advises some life style changes like type of food to take and timings, which when followed would really help (like suggesting wheat bread instead of maida bread, coffee/tea without sugar etc). In addition, the institute has Cardio, Nephro, Neuro and Psycho Diabetology, Podiatry (regarding prevention/treatment of diabetic foot), Vitreo Retina (regarding prevention/treatment of glaucoma) sections. The doctors and staff are highly courteous.

4. **SJICSR:** It has two types of out-patient departments: OPD and special OPD. OPD is for BPL patients. Special OPD is for others (APL). For all first time visitors, registration fees is Rs. 100. Re-visit registration charges for subsequent visits is Rs.20 per visit. Lab charges even in special OPD are very reasonable and as per MAT rates. Here after registration, cardiologist sees and advises any specific tests to be undergone. As laboratory test (blood/urine) required had been done the previous day at KIER, we were advised to undergo only cardio tests. If we had gone directly to SJICSR, without visiting KIER, we could have used the laboratory available at SJICSR itself, which is also equally good. All the required cardio tests (ECG, Echo Cardiograph, and Stress ECG) are in adjacent rooms. Here also the staff are highly courteous and manage the queue professionally. The report is typed almost in parallel when we are undergoing a test like echo. You get reports immediately after the tests. Once all the test reports are received, you see the same cardiologist, with the reports. He advises suitable action or confirms all is OK.

5. **Conclusion:** When I had parked my DZirecar in the parking lot in Jayadeva during one of my visits, it got damaged as some unknown vehicle had hit the car. I emailed to its chief, director of SJICSR, Dr.Manjunath, after coming home. I was stunned when I received a reply immediately from his PA, on behalf of Director, regretting the incident and requesting me to visit the office with the repair bill and receipt after repair. I met his PA with bill/receipt after the repair. She was highly courteous and ensured, as per directions from then Director, that the contractor in charge of parking write a cheque for the amount mentioned in the repair bill without any question asked!. Director personally met me, apologized about the incident, spoke about his plans for the institute and handed me over the cheque. Director of the institute showed highest courtesy possible and that too to an ordinary citizen! This shows the leadership quality of Jayadeva institute director Dr.Manjunath. I could admire his leadership style, visible commitment to quality, customer focus and leading the team from the front. More importantly, I could see that he has motivated all his team members to demonstrate the same qualities.

We have been using the services in Jayadeva regularly. I think it is time the members start using services in Jayadeva, else they would be the losers!

Note: My laboratory results were within normal limits, but Fasting Sugar level was in border. I was advised to take sugar less coffee, though I am not a diabetic, as otherwise I would be taking daily 24 gms of sugar into body directly (one tea spoon of sugar weighs 4 gms. If you use 2 tea spoons of sugar in a cup of coffee and take 3 times coffee per day, it would amount to $2 \times 4 \times 3$ ie 24 gms of direct sugar per day). It helped me a lot. Incidentally, in US, which I had visited last year, majority of people do not add sugar to coffee. Another thing I learnt was that our body has fixed amount of insulin in pancreas. By eating excessive sweet and sugar, one tends to exhaust it early which leads to diabetes. By consuming moderate level of sugar and sweet, we can conserve insulin in our fixed stock (pancreas) which could prevent diabetes and related cardiac issues in our life time.