



Workshop Report

on

Telemedicine: A Digital Solution to achieve Universal Health Coverage

29th January – 3rd February 2024

International Institute of Health Management Research



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Telemedicine: A Digital Solution to achieve Universal Health Coverage

Background

Telemedicine 5 days AICTE sponsored workshop was conducted from 29th January to 3rd February 2024 in which 33 participants from different part of country participated.

The Speakers and Resource Person for 5 Day workshops were

S. No	Name	Designation	Specialisation	Organisation
1	Dr. Anandhi Ramachandran	Professor	Health IT	IIHMR Delhi
2	Mrs. Divya Aggarwal	Assistant Professor	Human Resources	IIHMR Delhi
3	Dr. Ratika Samtani	Assistant Professor	Community Health	IIHMR Delhi
4	Dr. Shashi Bhushan Gogia	Founder & President	Health IT	Society for Administration of Telemedicine and Health Care Informatics
5	Dr. Sheila John	Head Of Teleophthalmology & ELearning	Teleophthalmology	Shankara Nethralaya
6	Mr. Partha Dey	Founder	Management	U4Rad
7	Dr. Radhikha Adholeya	Director	Management	Uniworld Health solutions
8	Dr. Sanjiy Sood	Project Director E Sanjeevani	Telemedicine	C-DAC
9	Dr Haleema Yezdani	Teleconsultant	Telemedicine	Telemedicine Society of India
10	Dr Pankaj Gupta	Digital Health Head	Digital Health	WISH Foundation
11	Dr. Vijayetta Sharma	Associate Professor	Digital Health	Manav Rachna International Institute of Research and Studies
12	Dr. Sanjiv Kumar	Founder	leadership	Three Domain Healthspace Leadership Foundation

The Schedule of the workshop was as follows:

AICTE Sponsored Faculty Development Program On Telemedicine: A Digital Solution to Achieve Universal Health Coverage International Institute of Health Management Research Delhi					
Day 1	Day 2	Day 3	Day 4	Day 5	Day 6
9:00 - 9:30 Inauguration					
9:30 - 12:00 Session 1 The evolution of Telehealth: Where we have been and where are we going? Dr. Sashi Bhushan Gogia	9:30 - 10:30 Session 3 Telehealth - Impact of Data Protection Bill Dr. Vijayeta Sharma	9:30 - 12:00 Session 5 e-Sanjeevani – A step towards a sustainable future Dr. Sanjay Sood	9:30 - 12:00 Session 7 Telemedicine in India Dr. Ratika Samtani	9:30 - 1:00 Industrial Visit Dr. Anandhi/ Dr. Ratika Samtani	9:30 - 12:00 Session 10 Telemedicine: Global Perspective Dr. Sanjiv Kumar
10:30 – 11:30 Breakaway Session Stress Management & Work-Life Balance (Gamification) Ms Divya					
12:00 – 1:00 Telehealth- Basic Components Dr. Anandhi/ Dr. Sashi Bhushan Gogia	12:00 – 1:00 Article Discussion Dr. Anandhi/ Dr. Ratika Samtani	12:00 – 1:00 Wearable Devices & Telemedicine Dr. Radhika	12:00 – 1:00 Article Discussion Dr. Anandhi/ Ms. Divya Agarwal	12:00 – 1:00 Reflection Journal Dr. Anandhi/ Dr. Ratika Samtani	
1:00 – 2:00 Lunch	1:00 – 2:00 Lunch	1:00 – 2:00 Lunch	1:00 – 2:00 Lunch	1:00 – 2:00 Lunch	1:00 – 2:00 Lunch
2:00 – 4:30 Session 2 Affordable Telemedicine for Chronic Disease Management Dr. Sheila John	2:00 – 4:30 Session 4 Telemedicine Components Mr. Partha Dey	2:00 – 4:30 Session 6 Workforce development for sustainable Telemedicine Implementation Dr. Anandhi	2:00 – 4:30 Session 8 Telemedicine during Disaster Dr. Sashi Bhushan Gogia	2:00 – 4:30 Session 9 Telemedicine Evaluation Models Dr. Anandhi Ramachandran	2:00 – 4:00 MCQ, Feedback 7 Interactions
4:30 – 5:30 Practical sessions- Discussion Forum on Telemedicine Guidelines Dr SB Gogia	4:30 – 5:30 Practical sessions- Discussion Forum on Challenges and Barriers to Telemedicine Implementation in the country Dr. Anandhi/ Dr. Ratika Samtani	4:30 – 5:30 Practical Sessions- Building Effective Collaborative Team Ms. Divya Agarwal	4:30 – 5:30 Webinar – Sharing Telemedicine Indian Experiences Dr. Haleema , Dr. Pankaj Gupta, Dr. Jay Jayseelan	4:30 – 5:30 Practical sessions- Innovation Sprint on Planning Telemedicine Solutions Dr Anandhi	4:00 – 5:00 Valedictory Session

List of participants:

S. No	Name	Designation	Organisation	Phone
1	Mr. Animesh Rai	Advisor	Sarva Samanvay Foundation	6390112220
2	Mrs. Minakshi Gautam	Student	IIHMR Delhi	9999186306
3	Mr. HIMANSHU SINGHAL	Industry Bureaucrats/Technicians/ Professionals	Coleman Research	8755834448
4	Dr. Shirin Saini	Industry Bureaucrats/Technicians/ Professionals	HISP India	8375975516
5	Dr. Neerja Sood	Assistant Professor	IGNOU	9818494554
6	Miss Pema Tsering	project officer	Department of Health, CTA Dharamshala	7018951102
7	Dr. Pankaj Talreja	Associate Professor	IIHMR delhi	9810908898
8	Mr. Vineet Kumar	Research-Manager	IIHMR Delhi	7217640092
9	Dr. VIJAY RAI	Industry Bureaucrats/Technicians/ Professionals	Dr. RML Hospital (Retired)	9811261313
10	Dr. Ruby Dahiya	Industry Bureaucrats/Technicians/ Professionals	Shree Ram Ayurvedic Medical college and hospital meerut	9990774643
11	Dr. Manisha Sharma	Healthcare Technology Consultant	National Health Systems Resource Centre	9779455973
12	Dr. Vahini Anandakumar	Participants from Government	NHSRC	8056270592
13	Mr. Prannoy Mandal	PG Scholars	IIHMR Delhi	7827536342
14	Mr. Chirag Yadav	PG Scholars	IIHMR Delhi	9560483488
15	Dr. Shefali Kaushik	PG Scholars	IIHMR Delhi	9711603428
16	Miss Pallavi Govil	Student	IIHMR Delhi	8506059356
17	Miss Radha Banerjee	PG Scholars	IIHMR, Delhi	7667494431
18	Dr. Srishti Gulati	Participants from Government	NHSRC	7701935576
19	Shivangi Vashisht	Assistant Professor	GNIOT	9821078537
20	Neelam	Participants from Government	NHSRC	782770185
21	Arhita uppal	Phd Scholar	Amity	9149828678
22	Aishwarya Singh	Phd Scholar	Amity	7355289593

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23	Sharbari Dutta	Research Scholar	IIHMR Delhi	6295737404
24	Kiran Kumari	PG Scholar	IIHMR Delhi	9096719800
25	Mimansha	Research Scholar	IIHMR Delhi	6200509014
26	Palla Gayatri	PG Scholar	IIHMR Delhi	7625019951
27	Richa Shamani	PG Scholar	IIHMR Delhi	7016903567
28	Sandhya Bhorla	PG Scholars	Prakash institute	7042198728
29	Saurav Suman	PG Scholars	IIHMR Delhi	8676098340
30	Shakshi Gupta	PG Scholars	IIHMR Delhi	9870908375
31	Ranjeet	Lab Analyst	Nett Paramedical	7021867928
32	Dr Dikshant Chauhan	Manager	IIHMR Delhi	8130101505
33	Miss Aastha Khurana	PG Scholars	IIHMR Delhi	9910949409

Workshop Report

The AICTE Sponsored Faculty Development Program on Telemedicine, hosted by the International Institute of Health Management Research in Delhi, unfolded over six days, aiming to delve deep into the realms of telehealth and its role in achieving universal health coverage. The program encompassed a comprehensive schedule comprising sessions, practical workshops, industrial visits, and discussions, offering participants a holistic understanding of telemedicine's evolution, current landscape, challenges, and global perspectives.

The program commenced with an inauguration ceremony, setting the stage for an insightful journey ahead. The program commenced with the evolution of telehealth, charting its trajectory from its inception to future prospects, providing participants with a historical context and a glimpse into future trends.

The focus shifted towards Telemedicine in India and e-Sanjeevani – a significant step towards Universal Health Coverage. These sessions provided an in-depth understanding of the current telemedicine landscape in India, including regulatory frameworks, challenges, and initiatives like e-Sanjeevani, contributing to the advancement of healthcare accessibility.

The participants then delved into the design components of telemedicine, emphasizing the importance of user-friendly interfaces and efficient systems and addressed the critical aspect of workforce development for sustainable telemedicine implementation, highlighting the need for skilled professionals to drive telehealth initiatives effectively.

Participants explored the telemedicine evaluation models, with insights into assessing the effectiveness and impact of telehealth interventions. The FDP also offered a global perspective on telemedicine, fostering cross-cultural learning and exchange of best practices.

The final day featured practical sessions aimed at enhancing participants' skills, including empathy mapping, stress management, and an innovation sprint on telemedicine for universal health coverage. The program concluded with a valedictory session, where participants reflected on their learnings and experiences throughout the week.

A field visit was organized to Rajiv Gandhi Cancer Hospital at Rohini Delhi.

The objective of the industrial visit was to understand the mechanism of teleconsultation services conducted at the RGCI, Rohini specifically focussing on how teleconsultation aids in cancer care and management, identify the major challenges in implementation of teleconsultation and solutions to address the same.

Industrial Visit Highlights:

The visit commenced with an introduction round by the institute's IT department. The team then initiated the discussion on teleconsultation as a method to deliver healthcare services remotely. Since RGCI is an institute focussing only on cancer management and not a multi-speciality institute, teleconsultation services were conducted for consultations, and follow-ups for cancer care and management only via video conferencing. The hospital accommodates a significant number of patients through telemedicine, particularly those from out-of-town locations, providing them with convenience and reducing transportation time.

RGCI Care App was be used for implementing the teleconsultation services. The app is used for booking appointments, continuously updating it based on feedback. The process involves patients requesting appointments through the app or by phone, coordinating with a telemedicine coordinator, and scheduling consultations at the doctor's convenience. However, scheduling appointments poses a challenge due to clinicians' busy schedules, often resulting in consultations being delayed. The hospital's electronic medical records system aids in coordinating consultations efficiently.

Key Takeaways

- The program provided a comprehensive understanding of telemedicine's evolution, current landscape, and future prospects.
- Participants gained insights into telemedicine's role in achieving universal health coverage, including its impact on healthcare accessibility, affordability, and quality.
- Practical workshops and discussions enriched participants' skills and knowledge, equipping them to drive telehealth initiatives effectively.

- The program fostered collaboration and knowledge exchange among participants, facilitating a deeper understanding of telemedicine's global perspectives and best practices.

Conclusion

The AICTE Sponsored Faculty Development Program on Telemedicine offered a rich learning experience, empowering participants with the knowledge, skills, and insights to leverage telehealth as a digital solution to achieve universal health coverage. As telemedicine continues to evolve and expand its reach, initiatives like these play a crucial role in preparing the healthcare workforce to harness its full potential for the benefit of society.

This report captures the essence of the six-day program, highlighting key sessions, discussions, and takeaways, underscoring the importance of telemedicine in shaping the future of healthcare delivery.

Annexure 1

Glimpses of FDP



Group Picture



Group Picture



Session Picture



Session Picture



Field Visit



Field Visit



Group Activities



Group Activities



Individual Assignment



Individual Assignment