BRAND CHANGE STORY
MAKING OF MISCALCULATION
He Fought The World To Keep Her Alive
A HEARTENING JOURNEY

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Message from leadership team on brand change

Dr Tan See Leng
Managing Director and Chief Executive Officer of IHH Healthcare Berhad / Group Chief Executive Officer and Managing Director of Parkway Pantai Limited

Parkway Pantai is pleased to welcome Gleneagles Global Hospitals to a global network that owns some of the best names in healthcare, including Mount Elizabeth, Gleneagles, Pantai and ParkwayHealth. As one of the largest integrated healthcare providers in the region, Parkway Pantai distinguishes itself through excellent patient care and a strong focus on developing people, excellence and delivering results. Today, Gleneagles Global Hospitals is synonymous with service quality, delivered with warmth and empathy. These are strong attributes that have created tremendous value for patients, ensuring that all patients receive the best care and clinical outcomes possible. Parkway Pantai will continue to build on the solid foundation and track record of Gleneagles Global Hospitals to reach new heights in patient satisfaction, quality care and customer service.

Dr K Ravindranath
Chairman & Founder
Gleneagles Global Hospitals Group

Global Hospitals with a legacy of 19 years are the pioneers and leaders in the field of Multi-organ Transplant and Surgical Gastroenterology in India. Gleneagles, the world brand for Parkway Pantai has grown into a network of 16 hospitals spanning across 5 countries. The coming-together of both the iconic brands, Global and Gleneagles is the mark of a new journey in Indian healthcare space. Gleneagles Global Hospitals will adopt a patient-centric and physician-lead philosophy at all its facilities and this enhancement will make a tangible difference to patients providing greater convenience and value to bring the best in multi-super specialty tertiary, quaternary and multi-organ transplant care.

Dr Jagprag Singh Gujral
Chief Operating Officer
Gleneagles Global Hospitals Group

The brand change is a reflection of the evolution and commitment of Gleneagles Global Hospitals into a healthcare delivery provider that is now integrated with processes, operational efficiencies, outcomes and internationally benchmarked quality metrics. Gleneagles Global Hospitals has a rich tradition of providing quality quaternary and super specialty care with superior outcomes across the region; the brand change and integration with the Parkway group provides the chain an opportunity to truly emulate and implement internationally proven patient centric practices in the sub-continent.
Editor's Note

Dear readers,

CANVAS - An opportunity to paint a new future for every individual in the entity!

It gives me immense pleasure to present to you the first issue of CANVAS - the quarterly magazine of Gleneagles Global Hospitals (Inspired by MOSAIC - A Parkway Pantai Publication). This is a step to record, share and appreciate the several standout actions associated with Gleneagles Global Hospitals.

The issue starts with the deep dive into the brand change story and displays the Gleneagles brand at a glance. Under the services you can read about events and activities undertaken by all locations across the brand. Blending the boundaries the magazine displays a glimpse of the first India Operations Division Leadership Summit, which was a well-knitted theme on “Focus on High Performance Work Culture”. Flip a couple of pages to read the inspiring survivors stories and to know how a heart was flown from Delhi to Chennai to create a history of India’s longest distance haul for a Heart Transplant surgery. We have also put together some latest in world of health news followed by the success story of two social initiatives- iamHER2 and MISCALCULATION. As you come towards the end, you will be able to check out few deliciously nutritious recipes along with a travel tale by our colleagues. Get useful tips and facts on healthy eating and finally solve a fun puzzle to polish your brain cells.

I would like to thank all whose valuable inputs, contribution and participation has made it possible for us to publish CANVAS. Hope you enjoy reading it as much as we enjoyed putting it together.

Until next time,

Tina Choudhury

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STAY CONNECTED

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Brands have the power of engaging consumers to such an extent that they get emotionally attached to it. Whenever a brand attempts modification, it’s a tightrope walk. A world renowned healthcare brand like Gleneagles evokes strong values of quality medical care, clinical expertise, excellent patient care and customer service. In India, brand Global is synonymous with cutting edge medical work in the space of organ transplants, high-end gastroenterology surgery and outstanding quaternary care. Infusing the Gleneagles brand values into Global’s brand legacy was a challenge that required a measured and rational approach. Global Hospitals’ first task was to put Gleneagles’ brand values in practice and be operationally geared up to uphold Gleneagles’ brand promise.

The brand change process began more than a year ago. Parkway Pantai started off with measures to integrate India operations by intimately understanding the people practices at Global, opening multiple avenues of learning through cross-functional leadership exchange programmes. It integrated the introduction of best practice modules in a wide spectrum of internal functions, from finance and IT projects to customer services. Major investments were made to acquire much needed infrastructure and technology upgrades across facilities in India. Clinical talent was also added across locations to strengthen Global’s capabilities in high-end quaternary work and retain its position as a world-class multi-organ transplant centre offering an unparalleled range of transplant services. All these ensured that the eventual amalgamation of both the brand entities would make real sense to both internal and external customers.

Global publicly announced the brand change in January 2017, a year after the integrations. Now known as ‘Gleneagles Global Hospitals’, the new brand architecture incorporates Gleneagles’ brand name as part of its main logo alongside Global Hospitals. The new brand architecture also sports the Parkway Pantai brand name and is endorsed as ‘A Parkway Pantai Enterprise.’ These subtle but significant changes adopted after much consideration reflects Parkway Group’s affirmation of India as its third and latest home market, after Singapore and Malaysia.

With this brand change, Global Hospitals will not take on just a name, but a 60-year-old legacy of healthcare excellence, clinical expertise and customer service. From a small hospital founded by the British Association in Singapore, Gleneagles has grown into a world-renowned network of 16 hospitals spanning across 5 countries. Global Hospitals is now part of this esteemed family of medical facilities across Asia, distinguished by its commitment to patient-centric care and excellent service.

The changes on the website are but a starting point in the new brand journey in India. This patient-centric philosophy is now being put into practice at all its facilities and efforts are underway to improve customer experience for its patients and their relatives. These enhancements will make a real and tangible difference to patients as it brings even greater convenience and value to its customers in the future.

Global facilities in India will carry the same brand architecture with some exceptions upon completion of the brand change exercise. The flagship hospital for the India operations at Chennai will be known as ‘Gleneagles Global Health City,’ and hospitals at Kengeri, Bengaluru and LB Nagar, Hyderabad, where we have operational agreements with partners, will be named ‘BGS Gleneagles Global Hospitals’ and ‘Aware Gleneagles Global Hospitals’ respectively.

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Over the years, Gleneagles has built for itself a brand name that has become synonymous with quality medical care, clinical expertise, excellent patient care and customer service in Asia. Its brilliant reputation has not only attracted patients to Gleneagles Hospital from all over Asia, but also from the Middle East and the United States.

The brand name itself has been trademarked in various countries including Singapore, India, Bangladesh, Indonesia, Saudi Arabia, Malaysia, Thailand and Sri Lanka. The brand has also lent itself to numerous hospitals overseas, each bearing the “Gleneagles” trademark and extending the hospital’s brand promise of excellence to customers across the region.

The hospital’s strong reputation and impeccable track record in both clinical outcomes and customer service have also made the Gleneagles a much-sought-after brand name over its competitors in Singapore and abroad. Patients recognise the excellence, high standards of service and clinical care that undergird all Gleneagles-branded hospitals and seek treatment specifically at these facilities for the favourable outcomes the brand offers.

Such strong brand recognition for Gleneagles outside of Singapore has attracted many patients and contributed immensely to the success of these hospitals across the region. The high value creation, trust and brand loyalty among its customers were also critical in helping the brand win several local and regional awards for service excellence and brand recognition.

Gleneagles Hospital was founded in 1957 by the British Association, at a time when Singapore was gaining self-rule and eventually independence from their former British colonists. The hospital was later incorporated as a private company (Gleneagles Hospital Limited) and first opened to the public as a 45-bed nursing home in 1959. Over the years, the hospital slowly expanded into a 126-bed medical centre by 1980.

In 1987, the hospital was acquired by Parkway Holdings, who invested S$150m to add a hospital block, operating facilities and consultation suites, and transformed Gleneagles into a modern medical facility. The hospital also expanded its range of services to include hospital management and consultancy services. By 1997, Gleneagles had developed into a 380-bed tertiary care hospital with 150 medical specialists.

Today, Gleneagles Hospital has grown into a renowned tertiary acute care hospital which provides a wide range of medical and surgical services for the total management of patients. It is highly regarded for clinical expertise in a variety of disciplines. State-of-the-art facilities and medical equipment, as well as the latest communication and information technology, also back the 272-bed hospital facility that specializes in cardiology, gastroenterology, liver transplant, obstetrics, gynaecology, oncology and orthopaedics.
Institute of Advanced Paediatrics, Gleneagles Global Health City celebrated Children’s Day with a scientific knowledge and educative session for school teachers, addressing behavioral problems in children. The session covered common problems, ranging from inattentiveness in classrooms to disruptive behavior traits. More than 60 teachers from various schools participated in this interactive session that was addressed by Dr Naresh Shanmugam, Director – Institute of Child Health, and Dr Chitra Raman, Consultant Paediatrician.

Life is just like a painting – draw lines with hope, erase errors with tolerance, dip the brush with patience and colour it with love. This is exactly what Children’s Day celebrations was at Gleneagles Global Health City intended to teach the kids. A painting competition in association with Cipla was organized on the hospital grounds for the children who visited the hospital on that day along with kids of the staff from Gleneagles Global Health City.

Over 72 delegates participated in a live workshop organized by Dr Clement Joseph – Senior Consultant, Arthroscopy & Sports Medicine Division, Dr Ajit Yadav – Senior Consultant, Orthopedics and Dr A R Kesavan – Senior Consultant, Orthopedics, Gleneagles Global Health City.

The theme of ‘Realign the Knee. Reshape the Life.’ managed to shine, during the Chennai Osteotomy Course, a scientific program, organized by The Institute of Joint Preservation, Sports Medicine and Arthroscopy. Live surgeries, video demonstrations, panel discussions and debates, workshops and special workshops were conducted for PGs and attending delegates on more than 15 different topics. More than 10 faculties from across India along with Dr Amit Chandratraya from the United Kingdom attended the event.
Leading from the Ground Up

Gleneagles Global Hospitals collaborated with USA’s University of Wisconsin to inspire greater leadership in all nurses, from bedside to boardroom.

Leadership is action and example, not title and authority. This is particularly true in a dynamic healthcare environment, where nurses, regardless of their seniority, are expected to adapt and respond to new challenges and opportunities on a daily basis.

Leadership is also a journey, not a skill picked up overnight. It deserves an early beginning to better prepare nurses for higher responsibilities and, from the organisation’s perspective, to enable effective succession planning. With this in mind, Gleneagles Global Hospitals hosted the 6th International Clinical Nursing Leadership Conference, themed ‘Clinical Nursing Leadership for Healthcare in India - Vision 2020’. Co-organised with University of Wisconsin, Oshkosh, USA, the conference set out to explore what skills, knowledge and capabilities would be required of nursing leaders in the year 2020.

The one-day conference on 7 January 2017 was open to nurses at all levels who aspire to lead. Over 230 nurses from across 11 Indian states and almost 30 from Singapore and the USA participated and, together with expert speakers discussed the paradigm shift in clinical nursing leadership.

Addressing participants, Elaine Ng, Parkway Pantai’s Group Director of Nursing, said, “As young nurses or middle managers, you may not regard yourself as a leader but, in the current age, leadership from nurses is needed at every level and across all settings.”

The conference underscores Gleneagles Global Hospitals’ belief that healthcare organisations and nursing education programmes must ramp up efforts to nurture a talent pipeline of effective nursing leaders by 2020.

LEARNING TO LEAD

Some key takeaways that nurses gleaned from the conference:

• Self: Learning to look inwards, to recognise their own strengths and how they can draw on this to hone their leadership skills.

• Team: Examining the differences in managing cross-generational teams and how effective leadership can create an inspiring environment for team members to excel.

• Organisation: Understanding their role as an enabler of multi-disciplinary collaboration and how this can have a positive impact on clinical outcomes and patient satisfaction.

CREATING AN ACTION PLAN

As part of the 6th International Clinical Nursing Leadership Conference, Gleneagles Global Hospitals organised a focus group workshop under the banner of the Association of Health Care Providers, India (AHPI) at its Chennai hospital.

The goal was to craft a strategic plan for nurturing clinical nursing leaders, conceptualise a framework to achieve this and develop a standardised Clinical Nursing Leadership module that can be rolled out to nurses nationwide.

To this end, Gleneagles Global Hospitals invited 42 nursing leaders from India and abroad to contribute to the discussion.

1 focus group workshop
7 international nursing experts
15 state-level nursing experts
20 national-level nursing experts
7th Edition of Master Class in Liver Disease 2017
“Liver Diseases & Transplantation - BACK TO BASICS”

For the seventh year, Gleneagles Global Hospitals has successfully organised its Master Class in Liver Disease for over 800 members of the international medical community. Held in Chennai from 20 to 22 January 2017 and themed Liver Diseases & Transplantation - BACK TO BASICS, the highly-acclaimed three-day conference was inaugurated by Dr C. Vijaya Baskar, Minister of Health and Family Welfare of the Government of Tamil Nadu.

The annual series was envisaged as a means to deliver high quality teaching in the field of liver disease and transplantation. Since its inception in 2011, the master class has established itself as one of the most popular medical meetings in the region. Each edition is planned as a single theme conference with participation from national and international experts in adult and paediatric hepatology, hepatobiliary surgery and liver transplantation.

This year’s programme covered topics such as fatty liver disease, immune-mediated liver diseases, liver tumours, organ preservation and support as well as immunosuppression, delivered by experts in the field.

Each year we have tried to adopt a theme that would be relevant to all specialities involved in the care of patients with liver disease. With the rapid increase of interest in liver disease and transplantation, and with increasing number of liver transplant programmes happening in India, we consider it’s apt to go back to the basics of liver disease and to listen to the experts in this field, from around the world.”

World Stroke Day 2016

Creating awareness about a condition is one of the best ways to fight it and the WALKATHON organized by Global Hospitals, Mumbai & BGS Gleneagles Global Hospitals, Bengaluru did just that. The WALKATHON, organized on the occasion of World Stroke Day 2016, was an awareness initiative in sync with World Campaign Theme ‘Stroke is Treatable’. The aim of creating better awareness, access and action for a disease like strokes was on point. The event garnered plenty of support from hospital staff, students, doctors and more importantly from the general public. More than 2000 people in both the locations i.e. Mumbai and Bangalore, actively participated in the walk.
The walkathon, besides having several survivors share their recovery stories also had Dr Pradyuman Oak, Consultant - Stroke Neurophysician at Global Hospitals, addressing the disease in terms of the signs, symptoms, risks, prevention, brain health, treatment and care available for the same at Global Hospitals. One of the most important facts he brought to light is that how a stroke can be completely cured in most patients enabling them to lead normal lives without experiencing weakness in any part of the body or any signs of having suffered a stroke before.

- Besides FAST Symptoms, difficulty in seeing clearly, processing information and loss of coordination are other symptoms of a stroke.
- A healthy lifestyle, diet and exercise routine is one of the best precautions you can take to prevent strokes.
- People above the age of 40 who suffer from diabetes, hypertension and blood pressure should regularly get blood sugar and pressure checks done.

One of the biggest myths around a stroke is that it is the same as a heart attack. While both the conditions are similar, the main point of difference lies in the symptoms. Heart attacks are characterized by chest pain and dizziness while stroke have different symptoms altogether. FAST is a simple acronym to remember, identify and take necessary action for stroke symptoms.

Supporting the fighters, admiring the survivors, honoring the taken and never ever giving up. Hope is the perfect way to sum up the mantra for October. At BGS Health and Education City, Kengeri, Bengaluru, Breast Cancer awareness month was commemorated with a ramp walk led by 20 breast cancer survivors, supported and cheered for by their loved ones and advocates. The event hosted by Shree saw some entertaining acts put up by the BGS Cultural team and Prabhat Kalavidara Sangha. Renowned actor, Thara Anooradha also graced the occasion.

In our society, women tend to undervalue themselves and often do not prioritize their health. At BGS Gleneagles Global Hospital, our mission is to drive awareness, encourage early detection and provide support services. It has been so motivating to listen to the survivors’ stories of hope and courage.

Dr Jayanthi Thumsi
In charge Breast Oncology, BGS Gleneagles Global Hospitals

The support group seeks to heal, empower and energize those patients who are undergoing treatment for breast cancer. The initiative has been made possible because of the passion of breast cancer survivors treated at our hospital. The survivors are available to speak to cancer patients and answer their queries, address their concerns and counsel them about cancer treatment.

Mr Thomas Mathew
Chief Operating Officer, Gleneagles Global Hospitals Bangalore

Facial drooping to one side, difficulty in raising Arms, slurred or incoherent Speech. It’s Time to act fast. Knowing the symptoms and acting fast is the only way to save a stroke patient.
Here is what Anupama, one of the cancer survivors present at the occasion had to say about her battle with cancer and the support she got from Sthree, “I am so delighted to be participating in this walk. For me, this is a moment of great pride. It’s been a tough journey to reach this far and I am a survivor today. I was ready to fight no matter what the outcome was and had a team behind me not only at home, but at the hospital. My sincere thanks to the doctors who guided me in understanding the treatment options and cope with the physical and emotional side effects.”

**Sthree** is a breast cancer survivor connect program from BGS Gleneagles Global Hospitals Bangalore, which brings together people who have been diagnosed with, are undergoing treatment for and those who have successfully battled the disease. The forum helps cancer patients draw inspiration from those who have battled and survived the disease.
Speaking on the occasion, Dr K. Ravindranath, Chairman & Founder Gleneagles Global Hospitals said, “Apart from having an internally acknowledged bariatric program, Gleneagles Global Hospitals had set up the Global Obesity Support Group a decade back. Global Obesity Support Group aims to bring together the Hospitals’ specialists and patients currently suffering from obesity with those who have earlier overcome the problem. The Support Group during its meetings endeavors to help the patients understand and appreciate the various treatment solutions available to address obesity in a motivating and encouraging environment.”

Addressing obesity

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All those who participated in the program were once morbidly obese patients. But with the right kind of treatment at the correct time they were able to overcome their obesity related problems and are currently leading a healthy lifestyle. Also obesity can lead to other complications and can have dire consequences.

• India is the 3rd most obese country in the world, after America and China.
• Women are more likely to be affected by obesity than men.
In the occasion of World Cancer Day, ‘UNWAIT ZONE’ at Gleneagles Global Health City, an experience center with entertainment facilities such as a Jukebox, an art corner, a repository of books and magazines for the patients and their family waiting in the Oncology wing. Mr. Ramesh Krishnan along with Dr. Raja Sundaram, Director – Gleneagles Global Institute of Oncology, Gleneagles Global Health City and Dr. Gauthaman inaugurated the ‘UNWAIT ZONE’.

Report Highlights:
• More than 50% respondents highlighted that GPs were not very effective in gauging the symptoms.
• Poor access to Onco-physicians to confirm diagnosis was the prime difficulty according to 26% respondents.
• All the respondents had to perform multiple tests repeatedly while consulting different Oncologists at different centers causing a delay according to 39% respondents.
• In the south, on an average the patients had visited 2.2 doctors before starting the treatment.
• In the South, largely Radiotherapy followed by Chemotherapy is the first step towards Cancer treatment.
• Key concerns highlighted by the patients in the journey are costly treatment options, hospitals not being geared to have all services under one roof, numerous tests performed at different centers and lack of emotional counseling through the cancer journey.

According to the Indian Council of Medical Research (ICMR), the projected figure for new cancer cases in 2016 was 14.5 lakhs and by 2020, the number is expected to rise exponentially to 17 lakhs. These numbers are alarming and require collaborative action at both individual and collective levels to make big strides in the fight to cure cancer. We are making a beginning towards serving the unmet needs of patients by creating a pathway, ensuring better patient experience. Through the findings from the research commissioned by us, we will use it to make necessary changes in the way we practice, both clinically and non-clinically. Through such initiatives we need to demonstrate control strategies to spread awareness for early detection of cancer and reduce its devastating impact. We also aim to strengthen our resources and provide the best training to meet this increased patient load and deliver quality healthcare.

Gleneagles Global Health City inaugurates ‘Unwait Zone’ - An Experience Center in the Oncology Wing on World Cancer Day.
Painful Wait

Painful Wait is a national study covering 6 major Indian cities such as Bangalore, Mumbai, Delhi, Chennai, Kolkata and Hyderabad. Commissioned by Gleneagles Global Hospitals in collaboration with Sorento Health, “Painful Wait” surveyed 600 cancer patients, survivors and caregivers. The study was a mix of quantitative face to face and online interviews of males and female respondents from the age group of 20 to 55 years. ‘Painful Wait’ indicated that initial symptom recognition and diagnosis, access to cancer diagnostic tests, multiple diagnostic tests, time taken from diagnosis to confirmation, poor access to oncologists, initiation of treatment, satisfaction with hospitals and cost of treatment were main areas of concerns for cancer patients and caregivers in India.

Comprehensive organ-specific approach to cancer therapy

The UNWAIT philosophy at work, at Gleneagles Global Health City, Chennai

Our thoughtfully-designed Cancer Centre. You deserve it.

• Faster diagnosis and treatment initiation • Efficient organ preserving surgeries • Accomplished complex reconstructive surgery with the best results • Patient friendly radiation therapy with significantly less side effects • Advanced chemotherapy modalities • Expert panel of doctors • Personalized care providers

For more information call: 1800 123 11111
The Making of Calendar 2017

The photo contest showed glimpses of Change.

‘CLICK’ was a 15-day Photography Contest for the staff of Gleneagles Global Hospitals. 13 best images were short-listed by the Jury which formed the Calendar of Gleneagles Global Hospitals-2017.

The Calendar was launched by Dr Jagprag Singh Gujral, Chief Operating Officer, Gleneagles Global Hospitals Group & Mr. Suvro Raychaudhuri, AVP Human Resources, Parkway Pantai.

An overwhelming response of 264 entries were received from all regions. Out of 263, 13 best images were short-listed to form the Calendar-2017.
The first India Operations Division Leadership Summit

The Parkway India Operations Division, the third home-country for Parkway Pantai, descended on a beautiful cold November morning in Hyderabad, on a common ground over November 25-26 2016, with a Focus on High-performance work culture.

Regardless of the diversity of the country on its language, attire, cuisine, weather and ethnicity, Parkway India Operations division employees realize that service in an essential-services industry like hospital and healthcare needs a significant amount of standardization of processes – that brings about consistency, assurance and vision of a team committed to excellence in this space.

The key operations, quality and support-function employees from Global Hospitals, Continental Hospitals and Parkway Healthcare India Private Limited came together for the first time, with a commitment on creating a high-performing culture, characterized by an ability to align, execute and renew.

The culture of a health care organization can powerfully influence its ability to manage human resources and serve patients, and ultimately has a strong impact on its economic performance, as per Kotter and Heskett’s seminal writing in Corporate culture and performance (1992) - and the 2016 India Operations Division Summit was about building a common perspective and awareness on this organizational culture as a shared value system intended to guide individuals, teams and the organization on collective problem-solving, managing relations, adapt to the external environment as a post-merger common entity.

In a well-knitted theme on Focus on High Performance Work Culture, the team went through a packed one-day schedule starting off with an introductory and theme-setting forum with Mr. Ramesh Krishnan, CEO, India Operations Division - on playing in a group, building a culture of meritocracy and being in the driver’s seat.

This was followed by a game-session from Mr. Suvro Raychaudhuri, Head of Human Resources, on 3 essential elements to Focus on to build a high performance work culture – minimizing dissonance across layers of culture, building trust through credibility, respect fairness and camaraderie, and the ability to balance the long Vs short term goals.

The second half of the sessions were on cross-culture awareness and developing individual strengths – led by Mr. Sushil Tayal, an executive coach and facilitator. This was a forum for playing together, building a thought together, and geared for application of the learning on the ground.

An early-morning walk on a hilly terrain by the team put on the ground the critical element of ‘walking the talk’ and ‘team huddle’ – where the team walked more than 170000 steps together towards building a high-performance work culture, balancing ‘stretch’ and ‘team work’.

As the evening rolled into a fun-filled dusk and dew-soaked grounds at the venue, Parkway India Operations Division team experienced what it takes to build a consistent culture, dating back to what tribes and teams have done through ages – playing together and in rhythm. This was a surprise-event of the evening where the team synced up on percussions led by a professional jazz drummer and singer. The noise echoed through the evening, as much as it will down the years in the minds of the participants brought in to experience little shade of what is going to be in setting a High Performance Work Culture.

The proof of the session was of course in the feedback – vouched as one of the most-needed and well-envisioned sessions, participants had a 100% top-box rating on the overriding statement that the session was a great initiative, with an average of 90%+ top-box rating on each individual session.

The forum welcomed Chairman of Global Hospitals Dr Ravindranath, commemorating one year of partnership between Global Hospitals and Parkway – and Dr Ravindranath talked about the partnership and the value it brings towards ethical delivery, equitable distribution and excellence in patient-care in tertiary and quaternary healthcare in India.
He Fought The World to Keep Her Alive

Aishwarya J

Life is full of bumps, challenges and surprises. People say that you should expect the unexpected. It takes a lot of courage and faith to face a heart breaking situation and survive it. Most people quit and run away from the situation. However, there is always an exception which can inspire you in many different ways.

A 37 year old Savitha C, was a wife, mother, sister and the support system of her family. She had an imperfect, normal but a content life. She and her husband Girish were tailors at a garment factory, who worked very hard to raise their son Manoj and give him quality education. She also has a brother Naveen Kumar, who is like a son to her. She wiped their tears, made them laugh and scolded them when necessary. In total, she was their parson. However, one moment turned their life upside down.

After visiting two hospitals, she was diagnosed with a tumour at Inferior Vena Cava at Gleneagles Global Hospitals. It was a rare and complex tumour. Doctors found it to be a surgical challenge. If not operated with the right surgical strategy and technique, it could lead to the patient’s death. Naveen was informed about her sister’s condition and the risks involved in the surgery. He was heartbroken with the fact that he might lose his sister. He froze for several moments. He found himself incapable of making any decision, but he had to make one. It was a moment of choice for him. He had two options. First was to inform his sister and other family members, and go through this traumatic experience together. Second was to keep the information about the severity of his sister’s health problem to himself and hide it from his family, including his brother-in-law. He chose the latter option to ensure that his family takes this setback as passing clouds and deals with it without losing hope and faith. He chose that option in order to protect his family from the mental torture that he was already experiencing.

Savitha started her treatment without having full knowledge about her illness but she was smart enough to realise that something was not right. Although she was constantly being assured and motivated by her brother, she could still sense her brother’s struggle and restlessness. Naveen not only had to keep his family at peace but also had to find a way to afford the treatment. The treatment’s expenses went into a 7 digit number, which was way out of his affordability range.

Despite all these obstacles, he did not let himself get blown off by this storm. He made attempts to get through this phase and the universe helped him. ESIC and Gleneagles Global Hospitals together helped Naveen and his family get through this difficult situation. As a result she sister made it through the treatment process safe and healthy. According to the doctors, Savitha was really blessed and surrounded by the good wishes from her friends and family, without which she could not have made it. Any operation is a stress on the body and an operation of this scale, which was performed by the nephrology team, radiation team and cardiology team, would be extremely grilling.

According to Savitha, she was never isolated or held responsible for the trauma and suffering of her family. Instead, her family gave her the strength to fight back the tumour. She saw her brother, making constant attempts to keep her happy and hopeful at all times, despite his personal state of mind. He strongly felt that family’s support, love and care can act as a catalyst for the treatment. The family and the hospital employees, who closely watched him, recognised Naveen’s selfless act and was proud of him. His efforts are definitely an inspiration to those who were or are in similar situation.

When Savitha was diagnosed with a rare tumour in the inferior vena cava at the BGS Gleneagles Global Hospital their beautiful world came crashing down. What followed is an inspirational story of courage, faith, love and family!
It was late at night on the 28th March 2017, when Kanchan Lal (name changed), a civilian with the Indian Air Force was rushed to the R&R Army Hospital in New Delhi after suffering from multiple head injuries due to a road accident in the capital city. By early next morning, the Air Force civilian was declared brain dead by the team of doctors treating him. It was hard to imagine a more dismal state of mind for the family of a patient to be in, yet Kanchan’s kin decided to use this rare opportunity to convert their grief into someone else’s joy and save the lives of other patients suffering from end-stage organ failure. They generously came forward to donate his organs and give others a second chance at life. That way Kanchan too could continue to exist in this world through them.

One such patient was admitted at the Gleneagles Global Health City, Chennai, awaiting a suitable heart for transplantation. The transplant co-ordination team at Gleneagles Global Health City, received an alert about the availability of a suitable donor in Delhi, from TRANSTAN - the apex body that governs organ transplantations in Tamil Nadu. Transporting an organ for this far a distance, 2184 kilometers to be precise, was never been done in India before. It required meticulous planning and innumerable clearances from several government and private bodies like District Collectorates, Police, Fire and Rescue, Revenue, PWD and Aviation departments. With all of these taken care of, the biggest challenge the team faced was getting the heart from Delhi to Chennai in record time and when we say record time we mean record time. A donated heart must be implanted into the recipient within four hours of its retrieval and considering that just the average flying time between Delhi and Chennai is 2 hours and 40 minutes this entire act was nothing short of a race against time.

The R&R Army Hospital took up the responsibility of ‘harvesting’ the organ and rushing it to the Indira Gandhi International Airport in New Delhi. With the invaluable support of the Delhi Traffic Police, who created a ‘green-corridor’ for the smooth transit of the organ from the hospital, the heart was taken aboard a Jet Airways flight to Chennai. The flight took-off at 4:12 pm from Delhi and landed safely at the Chennai International Airport at 6:50 pm. It was from here that the Chennai City Traffic Police took over and transported the organ, within 36 minutes, i.e. by 7:26 pm, to the Gleneagles Global Health City at Perumbakkam. In the final stage of this high stake operation, Dr Sandeep Attawar, Director and Chair of Heart Failure and Transplant Program, Gleneagles Global Hospitals Group and his team of doctors successfully implanted the donated heart in the patient who was ailing with end-stage heart failure.

We were informed about a heart that was available for Transplant by TRANSTAN this afternoon about 1:15 pm at R&R Army Hospital in Delhi. Since we needed a heart for a patient at Gleneagles Global Health City, we responded and embarked on something that was never tried in India before. There was a very short window of opportunity to get the heart safely from Delhi to Chennai within the limited hour window. The doctors at the army hospital were kind enough to harvest the organ and ensure all necessary parameters to transport the organ safely were taken. The DGCA and airport authority in Delhi as well as Chennai played a monumental role in helping the heart reach us safely. I would like to take this opportunity to thank Brigadier Sood of R&R Army Hospitals, the Chennai police, the various other private and government agencies that have helped us save our patient’s life.
The Angelina Jolie effect: BRCA tests spike among breast cancer patients

If you thought celebrities only influence fashion and food trends, think again! According to a study they also influence the health decisions people make. In 2013, The New York Times published an editorial written by actor Angelina Jolie about the mastectomy she underwent to avoid breast cancer in the future. This article influenced a lot of women to get tested. Sunita Desai and her colleagues at Harvard Medical School, researched how this high profile celebrity announcement affected the number of mastectomies undergone by women in the United States.

The researchers analysed the rates of BRCA1, BRCA2 and mastectomy testing in over 90 million US women for 15 days before and 15 days after Jolie’s publication on 14th May, 2013. The comparison showed that the number of gene testing procedures went up from 0.71 to 1.13 tests per 100,000 women after the editorial was published, despite an increase in the cost of the procedure by $13.5 m. However, this 64% ‘immediate and sharp increase’ in the number of women testing for breast cancer failed to reflect in the actual number of mastectomies performed in the 60 day period post gene testing.

While more women went ahead with the testing, a lot of them did so simply because of the celebrity announcements. Based on this research it is safe to say that while celebrity announcements can influence healthcare services in a considerable way, they may not necessarily reach the group of people who actually need to benefit from the information.


Screen devices and adolescent obesity

Teens plonked on the sofa staring into their screen gadgets is a trend that has seen an upward swing in the last few years, just like cases of adolescent obesity. It is not a shocker that both are closely linked. Erica L. Kenney and her colleagues from Harvard, studied data from the 2013 and 2015 reports of The Youth Risk Behaviour Surveillance System to research if the overuse of smartphones and other gadgets, actually increases the risk of adolescent obesity.

Data collected from youths between the 9th and 12th grade with set parameters like number of hours spent on screen gadgets, time spent watching television, hours of sleep on an average school night, number of sugar-sweetened beverages consumed and the frequency of physical activity for the past 7 days, formed the basis of the research. What the researchers found will tell you that limiting the time your child spends staring into a screen device is the need of the hour.

According to the study spending more than 5 hours a day on screen devices makes kids more likely to consume sugar drinks, engage in less physical activity and not get enough sleep – which are main factors in promoting obesity. 20% of the 24,800 adolescents that were a part of the research were found to be glued to their screen devices and 8% of them spent watching television for up to 5 hours each day. The study further suggests, adolescents who watched TV for more than 5 hours daily were nearly 3 times more likely to consume sugar-sweetened beverages and nearly twice as likely to be obese.

So what do you prefer your kids to be – net savvy or fit?


Yo-Yo dieting makes your body weight swing upwards

Yo-yo dieting, another millennial fad, is nothing but the repeated cycle of weight loss and gain and according to a study, may lead to substantial weight gain in the long run or once you stop following the diet.

The study published in the Evolution, Medicine and Public Health Journal analysed the behaviour of animals and birds, creatures that know about the availability of food for the time being, but are unaware about when it will go from abundant to scarce as a reference. By observing how these animals responded to food storage, researchers were able to understand why people following the yo-yo diet were more likely to be unsuccessful in losing weight. The study found that when food supply is limited, it is while dieting, birds and other animals tend to gain excess weight to make up for the period of shortage. This uncertainty about the food supply triggers weight gain which is a more evolved response than weight loss. The researchers’ model predicts that the urge to eat, increases significantly during the diet and continues to rise as the brain gets convinced that food scarcity is likely to occur sooner or later. The results explain why people who try low-calorie diets often tend to overeat when not dieting and are unable to manage their weight in the long run. Conversely, people who don’t diet learn that food supplies are reliable and they do not need to store so much fat keeping their eating pattern and weight streamlined throughout.

Parkway Pantai shares in the success of our holding company, IHH Healthcare Berhad (IHH). IHH is the second largest listed healthcare operator in the world based on market capitalisation. Aside from Parkway Pantai, its core businesses are also operated through two other key subsidiaries: Acibadem Holding and IMU Health.

IHH is a leading international provider of premium healthcare services in markets where demand for quality health is growing specifically in Asia and the Central and Eastern Europe, the Middle East and North Africa (CEEMENA) region.

With a clear and targeted strategy supported by talent acquisition development and retention, IHH will continue to excel as a leading player in private healthcare.

**HOME MARKETS**
- Singapore
- Malaysia
- India
- Turkey

**GROWTH MARKETS**
- Asia
- Central and Eastern Europe, the Middle East and North Africa
At iamHER2 we know that though financial aid and other medical services provided to those battling this disease is key, what really works is love, encouragement, compassion and empathy. Says Surekha “When cancer happened, it shook my belief in God. I wondered why He had to put me through this disease and everything that came after it. It was then that I decided to treat it as a test, a test of all I was capable of. I put all my belief in fate and myself, God was going to help me but I had to go through this myself. And I did.”

It is amazing what inspiring survivor stories and making those affected believe that are not alone in this difficult journey can do to boost a cancer patient’s morale, it ultimately helps them overcome this disease. Surekha’s story is one of those which make you believe that with hope and grit on your side there is no tide you can’t sail through, no mountain you can’t climb and no fight you can’t win. See Surekha’s full story on the iamHER2 youtube page under the title ‘CROSSROADS’. Don’t shy away from sharing it; you never know who it inspires!

Along with treatment, HER2 positive breast cancer patients need these more than anything.

Presenting, iamHER2 – a one-of-its-kind initiative dedicated to women diagnosed with HER2 positive breast cancer. The initiative is a thriving ecosystem of resources for patients and their caregivers to combat the disease. It offers –

• Affordable testing
• Treatment option
• Expert opinions
• Special nutrition advice
• Counselling services

In addition, iamHER2 is associated with leading hospitals and non-profit organisations across the country. Global Hospitals is proud to be connected to the initiative, on its journey to inspire and support women, and give them the strength they need.

https://www.youtube.com/watch?v=MDmkZ8G2ySQ&feature=youtu.be
In the occasion of World Cancer Day 2017, Gleneagles Global Hospitals released an engrossing video, MISCALCULATION. The film highlights the ill effects of tobacco which not only affects the person but also ruins the dreams of his/her loved ones. The film was shot in Mumbai and showcases how a brilliant child has to give up studies leaving his dreams behind, to sell tea and manage the cost of his ailing father’s treatment for oral cancer. The touching part is an insightful dialogue wherein the boy mentions that, though his father adores him a lot, his love for tobacco dominates everything else in his life. Through this short film Gleneagles Global Hospitals created an emotional connect with the viewers to spread the message of healthy living.

Commenting on the short film, Mr. Ramesh Krishnan, CEO India Operations Division, Parkway Pantai said, “Through this campaign we aim to reach out to a wider audience emphasizing on the need to quit smoking and chewing tobacco in any form. According to a recent report by Indian Council of Medical Research, head and neck cancer account for more than 5.5 lakh of the total cancer cases reported in India every year. With India being in the 6th place on a worldwide level, we are witnessing a steep rise in oral cancer due to lack of awareness and negligence amongst people on the consequences of smoking and chewing tobacco. We continue to focus our efforts in prevention of occurrence and treating patients while also counseling and providing support to their caregivers to fight against such life-threatening diseases.

https://www.youtube.com/watch?v=H4PvjNaGPb

Reach: 2636080 | Video Views: 1062930 | Like: 36041 | Shares: 18870
Curing with Carrots

Writing about carrots takes me back to my childhood; ushering memories of me as a kid watching my grandmother grate a ton of carrots to serve us a delicious, wholesome, post dinner carrot dessert.

Kids love carrots

This delicious bright coloured root didn’t just satiate my sweet cravings, later as a student of clinical nutrition, I discovered while preparing diet charts, that any deficiency in Vitamin A can be combated with best results by including carrots in a meal. Even post my student days, as a practicing transplant dietician, in a hospital, which is best known for paediatric transplants, carrots have been my ultimate go to. The bright colour appeals to the kids like no other!

They always make an appearance in the food I serve the little ones. Carrot paratha or carrot rice for the main meals of the day and carrot halwa or kheer for a mid-morning or evening snack have been quite a crowd pleaser amongst my paediatric patients.

Carrots add a boost of Vitamin A, proteins, fibre and calories – which keeps them in good health and me very happy! I do not recommend raw carrots to infants and toddlers as they can be a choking hazard, but boiled carrots are one of the best weaning foods to start with!

Cook it up

When it comes to my adult patients suffering from liver disease, carrots help here too. They have it as a main meal option or in the form of a steamed or raw carrot salad or as a carrot raita with some low fat yogurt or cream dressing. Carrots are one of the best weaning foods to start with!

Colour coded

Dishes prepared with carrots are not just nutritious they are also tempting to look at. While we are really used to seeing the orange variety, carrots actually come in colours ranging from purple to black. This variation in the hue of carrots is because of the presence of pigments known as carotene and beta carotene which are powerful antioxidants - the more the pigment the darker the colour.

New researches suggest that the pigments in carrots reduce risk of some types of cancer, slow aging and moderate some symptoms of diabetes.

Did you know?

• In the middle ages people used carrot juice to make butter more attractive in colour and also add nutrition to it.

• Unlike most other vegetables properly cooked carrots are more nutritious than raw ones, because the beta carotene levels in carrots increase when cooked.

• Three carrots give you enough energy to walk three miles.

• Would you believe it if we told you Mel Blanc, the voice of Bugs Bunny was allergic to carrots!
Spicy Carrot Soup

Ingredients
- 4 blanched and pureed carrots
- 1 onion, finely chopped
- ½ inch piece of ginger, finely chopped
- 1 stalk of celery, finely chopped
- 1 fresh red chilli, finely chopped
- 2 cups vegetable stock
- ¼ cup coconut cream
- 1 tablespoon fresh coriander, finely chopped
- Black pepper powder to taste
- Salt to taste
- 2 teaspoons olive oil

Method
1. Heat olive oil in a deep pan.
2. Add ginger, onions, chilli and celery and sauté for two minutes.
3. Add carrot puree and mix well.
4. Add vegetable stock and let it come to a boil.
5. Then add salt and pepper and mix well.
6. Add coconut cream and simmer for 2-3 minutes.
7. Add fresh chopped coriander and mix.
8. Garnish with more coriander and serve hot!

Easy and delicious – this spicy carrot soup is perfect for any season.

Recipe Corner

Carrot Stuffed Bread Dumplings

In Custard

Ingredients
- 200 grams carrots
- ¼ cup Sweetened khova or sugar syrup
- 1 cup condensed milk
- 450 ml fresh milk
- 6-8 bread slices
- 200 grams custard powder
- A few raisins, cashewnuts, almonds and walnuts
- 1½ teaspoon ghee for sautéing

Method
- Peel and grate carrots.
- Saute grated carrots in ghee for 4-5 minutes. Add Khova or sugar syrup and allow it to cool slightly.
- Shape the carrot mixture into balls and keep aside.
- Trim the edges of the bread slices. Wet the slices with water and squeeze out the excess out of the bread.
- Stuff each bread slice with a carrot ball and keep aside.
- To make the custard mix 200 grams of custard powder in about 50 ml of hot milk. Boil another 400 ml of milk and add the custard to it. Cook on a low flame while stirring continuously.
- Add 4-5 teaspoons of condensed milk and mix well. Turn off the heat.
- Once it cools slightly add the carrot balls and refrigerate for 1-2 hours and it is ready to serve topped with chopped almonds, cashewnuts, raisins and walnuts.

Method
1. Heat olive oil in a deep pan.
2. Add ginger, onions, chilli and celery and sauté for two minutes.
3. Add carrot puree and mix well.
4. Add vegetable stock and let it come to a boil.
5. Then add salt and pepper and mix well.
6. Add coconut cream and simmer for 2-3 minutes.
7. Add fresh chopped coriander and mix.
8. Garnish with more coriander and serve hot!

Easy and delicious – this spicy carrot soup is perfect for any season.
Golden temple of the south

We travel not for travel’s sake, but for understanding how less-travelled we are in a world so beautiful. I have had the opportunity to travel/drive/stay in 4 different continents, and yet nothing mesmerizes me more than knowing how little I know of the land I belong to – the darkest area near a burning lamp, they say, is just underneath the lamp!

I was looking for a destination that mixes cultures, religions, communities, languages, ethnicities, temperatures and topography and landed up at the Bylakuppe Tibetan Settlement near Coorg as one of my favourites. The beautiful Bylakuppe settlement for Tibetans is in Kushalanagar in Mysore district within 5-6 km from the centre point of Kushalanagar and is on the way towards Mysore city - and around 80 kms from it. With 8 languages spoken in a 10 sq km area, it is one of the Tibetan settlements from 1961 which has over 7 monasteries and study-centres, the most famous among them being the Namdroling monastery, also called the Golden Temple.

With a strong influence of Tantric and Saivist beliefs (the Vajrayana Buddhist tradition being an outcome of such a belief), the Namdroling settlement is an epitome of years of cultural syncretism India is proud of as a country. The goal of spiritual practice within the Vajrayana tradition is to become a Bodhisattva. Vajrayana Buddhism is esoteric in the sense that the transmission of certain teachings only occurs directly from teacher to student during an empowerment and cannot be simply learned from a book.

As one takes a slow walk through the lovely monastery, time stands still. The gong reverberates through the air, a large wall shows across with an intricate painting of Tantric-Buddhism. In its raw form, the visuals are contrasting – the calmness of the 3-storey gold-plated statues of the Buddha, along with the intricate darkness of the Tantric arts.

The place like all others, have a few deep Leadership lessons to be learnt – and other lessons that make a traveller the one he/she is. One of the deepest leadership lessons is to ‘Let go’. This involves, at a deep level, an understanding of when to get up, how to grow up, and when to give up. The third component has direct links to how organizations do succession planning, and what a leader should do to build institutions and legacies, going beyond the formal authority/power of the position/chair. One of the traditions followed here is that of children-monks spending weeks to design an intricate pattern on the floor with colours-repeatedly perfecting it and refining it. At the end of it all, someone will step on all of them and destroy/smudge them on the floor. This is painful – with a deep lesson to realize and understand how to ‘Let go’ of things we believe we create and craft with blood and sweat – because according to this tradition, there is nothing we actually create which is anything big to not get destroyed!

The way leading to the monastery through a low-lying hilly area is dotted with Tibetan culture. Delectable Tibetan ‘thukpas’, lovely colourful garments, scarves and artefacts dot the little shops there. One can actually walk into a home-restaurant to have fresh hot food, and see through the unguarded doors and windows, a long narrow road uphill with bright red specks of monks walking their way up with books in their hands. It either takes a mind away from the daily grind, or brings it back to the greatest traveller I know of – the Greek hero Ulysses as portrayed by Tennyson in his poem, capturing a true traveller’s essence and context -

I cannot rest from travel | I will drink Life to the lees |All times I have enjoyed…| For always roaming with a hungry heart, Much have I seen and known...| I am a part of all that I have met; Yet all experience is an arch wherethro’ Gleams that untravell’d world whose margin fades forever and forever when I move...
Health Tips

Healthier Option
Make Smarter Substitutions

If you find yourself craving something unhealthy, find a healthier way to eat it. Making little changes in how you eat can make a big difference in the long run.

• For recipes, try substitutions that won’t compromise texture or flavor, like replacing a cup of heavy cream with ½ cup of low-fat yogurt.
• Look for snacks that are baked instead of fried and lower in sodium.
• When eating out, go for grilled options instead of fried and look for ways to add color, like switching out fries for apples or a side salad.

Move More
Want To Be Fit? Start Walking

If you’re looking for an easy way to add activity to your day, walking could be right up your alley. It’s easy, effective and you can do it pretty much anywhere.

• Just start walking – begin with a few minutes each day and add more from there as you get into better shape.
• Find ways to make it fun, whether that’s changing your route, inviting friends or even listening to your favourite podcast – anything you can enjoy on the move.
• If you’re too busy to carve out time for a longer walk, split it up into shorter sessions that work for you.

Be well
Add Balance with Mindful Meditation

Take a break from your to-do list to add a few minutes of calm to your day. You don’t have to be a meditation guru to reap the benefits of mindfulness.

• Practice regularly, even if you start with just a minute or two each day.
• Make it comfortable and personalized – the classic pretzel position is not necessary to unleash your inner Om.
• Neutralize your racing mind by acknowledging thoughts as they come and letting them pass freely.

Brain Teaser

Crossword puzzle:

Across:
1. Your brain can juggle more than two conscious tasks at once.
   True
   False

2. What may cause déjà vu?
   Confusion between dreams and reality
   Faulty brain wiring
   Being somewhere new that resembles a place you remember
   A concussion

3. The bigger your brain is, the smarter you are.
   True
   False

4. What surprised scientists about Einstein’s brain?
   It was missing several key parts
   His brain was no bigger than average
   His brain cells’ nerve fibres were longer than average
   Certain lobes of his brain appeared larger than normal

5. About how much does your brain weigh?
   1.5 pounds
   3 pounds
   6.5 pounds
   13 pounds

6. Meditation has been shown to improve the ability to pay attention and make decisions.
   True
   False

7. If you are left handed, the right side of your brain controls the muscles on the left side of your body.
   True
   False

8. What do most people mainly use the left side of the brain for?
   True
   False

9. The more you use your brain, the stronger it stays.
   True
   False

10. What raises your chances of having a stroke?
    High blood pressure
    Exposure to UV radiation
    Emotional stress
    All of the above

11. How do brain cells signal one another?
    By making tiny vibrations
    Through magnetic attraction
    Through chemicals called neurotransmitters

12. What is “gray matter”?
    The protective living around your brain
    The myelin sheath
    The cell bodies of neurons
Overview

One of Asia's largest integrated private healthcare groups

Most prestigious brands in Asia

Mount Elizabeth
Gleneagles
Pantai
ParkwayHealth
Parkway

>20
Patient assistance centres globally

>8,000
Specialists and Healthcare Professionals

>250,000
Inpatient Admissions Annually

>18,000
Dedicated Employees

>28
Hospitals

>6,000 Beds

Widespread network:

6 Countries across the region

Overview

Upcoming Hospitals
Gleneagles Chengdu Hospital (2018)
Gleneagles Nanjing Hospital (2018)
Gleneagles Shanghai Hospital (2020)
Parkway Yangon Hospital (2020)
OVER 1,600 SUCCESSFUL LIVER TRANSPLANTS AT GLENEAGLES GLOBAL HOSPITALS.

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1st

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- Adult Swap Liver Transplant in India
- Split-Liver Transplant in India
- Auxiliary Liver Transplant in India

Our Hospitals

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