

Kokilaben Dhirubhai Ambani Hospital

Commitment to Quality Has Built Award-Winning Healthcare Brand in India

OVERVIEW

Striving for Excellence Because Every Life Matters

India has over 60,000 laboratories, and quality standards vary widely. The leaders of Kokilaben Dhirubhai Ambani Hospital (KDAH) & Medical Research Institute knew that patients needed a world-class laboratory of exceptional quality, so they pursued accreditation through the College of American Pathologists (CAP) in 2013. Over the years, KDAH has expanded their scope, won many prestigious awards, and maintained their high level of quality standards — to honor their motto “Every Life Matters”.



AREAS OF IMPACT



Diagnostic Confidence

CAP accreditation assures that the KDAH laboratory uses the most comprehensive, scientifically endorsed quality standards and processes. The hospital has become relied upon for trusted diagnoses by physicians and patients alike.



Operational Excellence

CAP programs helped KDAH develop a robust quality assurance plan which led to more accurate patient results, decrease in number of redraws, improved turnaround time, and raised the level of client and customer satisfaction.



Business Growth

KDAH's global standing has increased, with more contract research trials, medical tourism patients, and corporate referrals for staff health checks as well as inpatient treatment.



Dr. Santosh Shetty
Executive Director & CEO
Kokilaben Dhirubhai Ambani Hospital

“ The CAP accreditation has given the lab personnel as well as our clinicians confidence in our reports and work processes. Clinical research organizations and sponsors acknowledge the CAP accreditation and are happy to identify KDAH as a trial site. ”

Ensure Quality in Healthcare Reaches All Patients

BACKGROUND

World-Class Quality Begins With CAP Accreditation

India's highly fragmented diagnostics market encompasses a vast range of laboratory sizes and testing quality. To establish themselves in this \$6 billion field, KDAH committed "from inception," per CEO Dr. Santosh Sanjay, "to get accreditation for hospital and laboratory services to ensure a comprehensive and robust quality assurance program." Dr. Varsha Vadera, director of laboratory services, led their pursuit of CAP accreditation, knowing that world-class laboratory services would create their brand and earn the loyalty of their physicians and patients.

APPROACH

Essentials to Establishing Quality: Accreditation Checklists and CAP PT/EQA

Although leadership was enthusiastic, it took time to change staff perceptions. Doctors were initially reluctant to trust KDAH laboratory for top-quality results, frequently requesting result validation to be outsourced. As Dr. Vadera walked them through the rigorous requirements of CAP accreditation, the medical staff began to understand what it involved. "Explaining CAP accreditation to the physicians—the quality it enables and the lost revenue when tests are done outside the hospital—changed their behavior."

CAP checklists were essential to KDAH achieving CAP accreditation in 2013, after three years of thorough preparation. Checklists indicate precisely what is needed to earn and maintain compliance. As Dr. Vadera shared, "The checklists showed us how to document data, reduce errors and compliance to quality protocols." She added "CAP PT/EQA programs which cover practically all aspects of pathology were tremendously helpful, providing reports and essential data to help improve the laboratory's analytical performance, and as training & learning tools."

CONCLUSION

Internal Confidence, External Recognition

This partnership created a culture of exceptional quality. CAP accreditation brought new confidence to KDAH staff, whose pursuit of excellence provides first-rate patient care. CAP accreditation and PT/EQA programs—essential to the laboratory's performance and management—provide crucial data for hospital leadership. As a result, KDAH has been a world-class facility, ranked #1 in Mumbai and Western India by the Best Hospital Survey for seven straight years and named 2022's Best Healthcare Brand by the Economic Times.

Dr. Shetty looks forward to seeing the KDAH culture of excellence spread across the country: "We will continue to associate with CAP Accreditation and are happy to host programs on 'Quality in Laboratory Medicine' to ensure quality in healthcare reaches all patients across India."

FACTS AND FIGURES

Year Founded	2009
Location	Mumbai, India
Scope	Multi-specialty Quaternary Care and Clinical Research
Clinical Tests Offered	550 beds
Tests/Day	Over 8,000 per day

“CAP accreditation has widened our horizon and given us a better overall understanding of quality, learning, teaching and training, analytic result evaluation, documentation, and laboratory management.”



Dr. Varsha Vadera
Director, Laboratory Services
Kokilaben Dhirubhai Ambani Hospital

