

Fortis Escorts Heart Institute (FEHI) awarded Golden Globe Tigers Award for Innovation in Quality Service Delivery

22nd April, 2015, New Delhi: Fortis Escorts Heart Institute (FEHI), India's first fully dedicated cardiac care facility, pioneer and Centre of Excellence in Cardiac Care for over 25 years, was awarded the prestigious Golden Globe Tigers Award for their Critinext initiative in the category of 'Innovation in Quality of Service delivery' at an event held in Kuala Lumpur, Malaysia recently. Critinext was selected for its innovative e-ICU model that provides intensive care beyond boundaries.

Critinext, Asia's first e-ICU model is a fusion of critical care skills; technology and innovation to provide compassionate round the clock intensive care to patients at select remote locations. It enables remote unit doctors to manage critically ill patients at site instead of transferring them to metros. Critinext is an important step in extending quality and world class critical care to patients from remote locations where there is dearth of adequate critical care clinics. It instils technological excellence, critical care skills, dedication and compassion to create an integrated critical care delivery system. It is equipped to monitor 310 ICU beds in around 10 cities across India with an inbuilt mechanism to attend an average of 5000 alerts every day.

It uses an intensive electronic medical record, audio visuals and smart alert system as rapid response tools and provides round the clock monitoring, assessment, support and interventional service throughout the year. Today, Critinext manages 350 ICU beds. The team at the Critinext includes Intensivist, Physician Assistant, Critical Care Nurse and Technical Officer.

Speaking on the occasion, Dr Amit Varma, Executive Director, Critinext, FEHI, said, "This global recognition is an encouragement for the entire team. The award has appreciated the effort to provide innovative and quality healthcare service to our patients from remote locations. Today, it has become a boon especially for patients from non-metro centres as they can now avail the best of critical care facility available in India through Critinext."

FEHI, where the Critinext centre is located, is a pioneer in cardiac care with many firsts to its credit. With Critinext, FEHI has been able to extend its clinical excellence to non-metro centres where critical care and quality medical care may not be adequate. The patients, who are critically ill and are not advised to travel out, will no longer have to undertake critical journey and can get quality critical care in their hometowns at real time.

Dr Somesh Mittal, Zonal Director, FEHI, said, "This is a proud moment for the entire team at FEHI. We are happy that this innovative technology is recognised for providing critical care support to

PRESS RELEASE

For Immediate Publication



patients. We are proud of highly skilled team of critical care experts who supported patients by offering them with acute inputs through this unique initiative. We remain committed to offer the best of medical solutions and excel in clinical excellence through our sustained effort to innovate and quality service delivery.”

About Fortis Escorts Heart Institute

Fortis Escorts Heart Institute (FEHI), Delhi, a pioneer and centre of excellence in cardiac care, is celebrating 25 years of path-breaking work and service to the numerous heart patients, who have benefitted from treatment, at this outstanding facility. Armed with clinical expertise and cutting-edge medical technology, the hospital has set enviable benchmarks in Cardiac Bypass Surgery, Minimally Invasive Surgery, Interventional Cardiology, Non-invasive Cardiology, Pediatric Cardiology and Pediatric Cardiac Surgery. Till date, FEHI has successfully completed over 1,72,000 Coronary Angiographies, over 90,000 Cardiac Surgeries and almost 52,000 Coronary Angioplasties, in addition to several life-saving procedures. The hospital also performed India’s first Trans Catheter Aortic Valve Implantation (TAVI) and Bioresorbable Vascular Scaffold (BVS); Asia Pacific’s first Directional Atherectomy, Angioscopy, Drug Eluting Stenting, etc. Over the years, FEHI has cloned a Heart Care Network of 19 hospitals and Heart Command Centers in India and abroad. It has also launched the revolutionary e-ICU program, enabling remote and timely access to critical care. Fortis Escorts Heart Institute has won numerous awards and accolades, the most recent among them being the ‘Best Cardiology Hospital’ at the ICICI Lombard & CNBC TV18 India Healthcare Awards for 2012, 2013 and the No 1. Ranking in the Private Cardiac category Hospital by The Week Nielson Best Hospitals Survey, 2014.

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