

## INTERVIEW

# Turnkey solutions in healthcare play crucial role in streamlining process of creating medical facilities

**Chandra Ganjoo**, Group CEO, Trivitron Healthcare in an interaction with **Kalyani Sharma** describes the role of turnkey solution in healthcare

**Can you elaborate on the key components that make up a turnkey solution in healthcare, and how do these components differ when applied to greenfield and brownfield projects?**

A turnkey solution in healthcare comprises several critical components. The key components of turnkey solutions in healthcare include:

◆ **Design and planning:**

Crafting detailed healthcare facility blueprints, including space allocation and infrastructure needs.

◆ **Construction and upgrading:**

Building new facilities for greenfield projects or renovating existing ones for brownfield projects.

◆ **Equipment procurement:**

Sourcing, acquiring, and installing medical equipment and technology.

◆ **Comprehensive training programs:**

Offering healthcare staff training on equipment usage, protocols, and workflows.

◆ **Technical support:** This is essential for addressing operational issues and offers ongoing technical assistance and maintenance to ensure the smooth operation of the facility.

The components differ between greenfield and brownfield projects because greenfield projects involve creating facilities from scratch, while brownfield projects involve upgrading existing facilities, often with integration challenges.

**In your opinion, how does the concept of turnkey solutions**



“**Planning and design are critical in turnkey healthcare solutions as they lay the foundation for the success of the project**”

**in healthcare streamline the process of creating or upgrading medical facilities, and what specific benefits does it offer in terms of efficiency and effectiveness?**

Turnkey solutions in healthcare play a crucial role in streamlining the process of creating or upgrading medical facilities. These solutions are designed to provide single-point responsibility for the entire project, from initial planning and design to construction, equipment installation, and operational readiness. This approach offers several key benefits in terms of efficiency and effectiveness:

◆ Turnkey solutions consolidate project responsibility with a single provider, reducing the need for extensive coordination among contractors, consultants, and vendors, leading to smoother project progression.

◆ Turnkey providers specialise in healthcare facility design and construction, ensuring compliance with regulations, safety standards, and healthcare best practices for a facility that meets all necessary operational requirements.

◆ They offer long-term cost savings through economies of scale and expertise in cost-effective solutions.

◆ Single-provider oversight expedites decision-making, minimising delays from disputes or coordination issues, critical for timely healthcare facility access.

◆ Beyond construction, turnkey solutions include

medical equipment installation, IT setup, and staff training, ensuring immediate healthcare service provision and reducing downtime.

◆ Turnkey approaches emphasise rigorous quality control throughout the project, guaranteeing a high-quality healthcare facility capable of optimal service delivery.

**Ongoing maintenance and technical support are often emphasised in healthcare turnkey solutions. Could you explain why these aspects are critical for ensuring the long-term success and sustainability of healthcare facilities implemented through turnkey solutions?**

Ongoing maintenance and technical support are critical aspects of healthcare turnkey solutions for several reasons, all of which contribute to the long-term success and sustainability of healthcare facilities implemented through these solutions:

◆ Regular maintenance and support uphold the reliability of healthcare equipment, preventing breakdowns that disrupt patient care.

◆ Ongoing technical support and maintenance guarantee that healthcare facilities meet regulatory standards, reducing the risk of non-compliance and legal consequences.

◆ Proactive maintenance saves money by addressing issues before they become expensive problems, ensuring cost-effective facility operation.



- ◆ Timely technical support and maintenance reduce downtime, preventing treatment delays and revenue loss in healthcare settings.
- ◆ Proper maintenance prolongs the lifespan of medical equipment, delaying costly replacements and conserving resources.
- ◆ Reliable equipment and systems contribute to high-quality patient care, promoting safety and consistent service delivery.
- ◆ Ongoing support minimises the risks associated with equipment failures and system downtime, safeguarding patients and staff.
- ◆ Well-maintained healthcare facilities with reliable systems build a trustworthy reputation, attracting patients seeking quality care.
- ◆ Technical support aids healthcare facilities in

adapting to evolving technologies and staying updated with industry advancements.

**Can you discuss the significance of planning and design in turnkey healthcare solutions and how these aspects may differ when working on new medical center construction versus upgrading existing facilities?** Planning and design are critical in turnkey healthcare solutions as they lay the foundation for the success of the project. In new medical center construction, thorough planning ensures that the facility meets current and future healthcare needs efficiently. This may involve considerations like patient flow, technology integration, and regulatory compliance from the ground up.

In comparison, upgrading existing facilities requires thoughtful design to seamlessly integrate new systems and technologies into the existing infrastructure while minimising disruption to ongoing operations. Design in both cases should prioritise patient comfort, safety, and accessibility, but the approach will differ significantly based on whether it's a new build or an upgrade.

**When turnkey solutions include training and technical support, how do you believe it impacts the overall efficiency and effectiveness of healthcare facilities, particularly concerning staff readiness and patient care?** Comprehensive training equips staff with the skills and knowledge needed to operate

new equipment and systems efficiently, reducing errors and improving patient care. Technical support ensures that any issues can be promptly addressed, minimising downtime and ensuring uninterrupted patient services. Staff readiness is crucial in delivering quality care, and well-trained, confident staff contribute significantly to patient satisfaction and safety.

**What role does ongoing maintenance and real-time assistance play in the context of healthcare turnkey solutions, and how do these elements contribute to the long-term success and sustainability of medical facilities?** Maintenance helps prevent equipment breakdowns and ensures compliance with

regulatory requirements, reducing risks to patient safety and financial stability. Real-time assistance provides immediate support when technical issues arise, minimising disruptions to patient care and maintaining operational efficiency. Together, these elements contribute to a facility's ability to provide reliable, high-quality care over the long term, enhance staff morale by reducing frustration associated with malfunctioning equipment, and protect the reputation of the healthcare provider. They also help the facility adapt to changing needs and technological advancements, promoting sustainability in an evolving healthcare landscape.

*Kalyani.sharma@expressindia.com  
journokalyani@gmail.com*



SUBSCRIBE NOW!!!

Yes! I Want to  **Subscribe**  **Renew**

Tick Terms	NewsStand Price	Subscription Offer	You Save
<input type="checkbox"/> 1 year { 12 issues }	₹ 600/-	₹ 500/-	₹ 100/-
<input type="checkbox"/> 2 years { 24 issues }	₹ 1200/-	₹ 990/-	₹ 210/-
<input type="checkbox"/> 3 years { 36 issues }	₹ 1800/-	₹ 1400/-	₹ 400/-

International Subscription rate for 1 year US \$ 100

**Mailing Address:**

Name: \_\_\_\_\_ Subscription No: \_\_\_\_\_

Company Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Pin: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Mobile No: \_\_\_\_\_

E-mail: \_\_\_\_\_

Payment enclosed Cheque/Demand Draft No.: \_\_\_\_\_ Dated: \_\_\_\_\_

For ₹: \_\_\_\_\_ Drawn on: \_\_\_\_\_

**For Office Use:**

Bp No.: \_\_\_\_\_ Order No.: \_\_\_\_\_

Docket No.: \_\_\_\_\_ Period: \_\_\_\_\_

**Note:**  
Payment should be made in the name of  
\* The Indian Express (P) Ltd.\*  
DDs should be payable at Mumbai.

Please mail to:  
Subscription Cell,  
Express Healthcare,  
Business Publications Division,  
The Indian Express (P) Ltd.,  
Mafatlal Centre, 7th floor, Ramnath Goenka Marg,  
Nariman Point, Mumbai - 400021  
Mob.: 9867145028 / 8879199787  
E-mail: rajesh.bhajnik@expressindia.com

Kindly allow 4-5 weeks for delivery of first issue.  
Please add ₹ 20/- for cheques from  
outside Mumbai.

Subscribe Online

www.expresshealthcare.in

Email: rajesh.bhajnik@expressindia.com ■ Contact No.9867145028  
 Company Name-The Indian Express (P) Ltd, Company Address-Mafatlal Centre,7th Floor,Ramnath Goenka Marg, Nariman Point, Mumbai-400021. Bank Name-HDFC Bank Ltd  
 ● Bank Address-C-5/32, Safdarjung Development Area (SDA), New Delhi-110016.  
 ● Account -00328630000075 ● Swift Code-HDFCINBB ● IFSC -HDFC0000032- Account Type-Current