

**“A Study of the various factors affecting Medical Tourism
inflow in context of various corporate / private
hospitals in Delhi/NCR”**

A dissertation submitted in partial fulfillment of the requirements

for the reward of

Post-Graduate Diploma in Health and Hospital Management

By

SONI

PG / 09 / 49



International Institute of Health Management Research

New Delhi - 110075

April, 2011

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under the guidance of

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International Institute of Health Management Research

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April, 2011

Certificate of Internship Completion

Date: _____

TO WHOM IT MAY CONCERN

This is to certify that **Ms. SONI** has successfully completed her 3 months internship in our organization from January 18, 2011 to April 30, 2011. During this intern, she has worked as a **Trainee – Marketing & Corporate Relations** under the guidance of me and my team at **Delhi Heart & Lung Institute**.

We wish her good luck for her future assignments.

Mr. Shailendra Saxena

Senior Marketing Manager

Certificate of Approval

The following dissertation titled “**A Study of the various factors affecting Medical Tourism inflow in context of various corporate / private hospitals in Delhi/NCR**” is hereby approved as a certified study in management carried out and presented in a manner satisfactory to warrant its acceptance as a pre-requisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation:

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Certificate from Dissertation Advisory Committee

This is to certify that **Ms. SONI**, a participant of the **Post Graduate Diploma in Health and Hospital Management** has worked under our guidance and supervision. She is submitting this dissertation titled “**A Study of the various factors affecting Medical Tourism inflow in context of various corporate / private hospitals in Delhi/NCR**” in partial fulfillment of the requirements for the award of **Post Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

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ABSTRACT

Medical tourism (also called medical travel, health tourism or global healthcare) is a term initially coined by travel agencies and the mass media to describe the rapidly-growing practice of traveling across international borders to obtain health care. It also refers pejoratively to the practice of healthcare providers traveling internationally to deliver healthcare. Over 50 countries have identified medical tourism as a national industry. However, accreditation and other measures of quality vary widely across the globe, and there are risks and ethical issues that make this method of accessing medical care controversial, hazardous or even dangerous for medical tourists.

Asia represents the most potential medical tourism market in the world. In 2007, the region generated revenues worth US\$ 3.4 Billion, accounting for nearly 12.7% of the global market.

According to a study by McKinsey and the Confederation of Indian Industry, medical tourism in India could become a \$1 billion business by 2012.

Advantages for medical tourists include reduced costs, the availability of latest medical technologies and a growing compliance on international quality standards, as well as the fact that foreigners are not likely to face a language barrier in India. The Indian government is taking steps to address infrastructure issues that hinder the country's growth in medical tourism. The cost of surgery in India, Thailand or South Africa can be one-tenth of what it is in the United States or Western Europe, and sometimes even less.

The result found is International patients are coming mainly from developing countries because of poor infrastructural facilities, low-quality services and outdated technology at their home town. The patients have a very wide representation from Middle East, Africa, Afghanistan, USA etc. The main reason of the foreign patients to visit Indian hospitals is found to be availability of latest technologies complemented by cheaper treatment and the absence of patient-waiting lists.

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ABBREVIATIONS

DHLI	-	Delhi Heart & Lung Institute
ISO	-	International Organization for Standardization
NABL	-	National Accreditation Board for Laboratories
NABH	-	National Accreditation Board for Hospitals and Healthcare Providers
ASD	-	Atrial Septal Defect
PDA	-	Patent Ductus Arteriosus
ECG	-	Electrocardiography
CABG	-	Coronary Artery Bypass Grafting
EP Studies	-	Electrophysiological Studies
TENS	-	Trans-cutaneous Electrical Nerve Stimulation
IFT	-	Interferential Therapy
SWD	-	Shortwave Diathermy
CPAP	-	Continuous Positive Airway Pressure
PNF	-	Peripheral Nervous Facilitation
OPD	-	Outpatient Department
ICU	-	Intensive Care Unit
CCU	-	Coronary Care Unit
HDU	-	High Dependency Unit
MICU	-	Medical Intensive Care Unit
Delhi/NCR	-	Delhi / National Capital Region
CII	-	Confederation of Indian Industries
CAGR	-	Compound Annual Growth Rate
FRRO	-	Foreigners Regional Registration Office