# Digital technologies and access to healthcare in India
# NPOs respond to Covid-19

Stanford US-Asia Technology Management Center Seminar Series

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Oct 1, 2020

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# A few words about Cisco and CSR
## Inclusive cultures, technologies and economies

### Worldwide

**$ 51.7 B** (FY19 Revenue)
Networking company

**World #7**
Most Sustainable Companies in America

BARRON'S
THE DOW JONES BUSINESS AND FINANCIAL WEEKLY

**$100 K Grand Prize**
Global Problem Solver Challenge

**83% of energy from renewable sources**
49% drop in Scope 1/2 greenhouse gas emission

**Cisco NetAcad**
World's largest and longest running CSR edu program

### Cisco CSR Approach in India

**3 areas of focus**
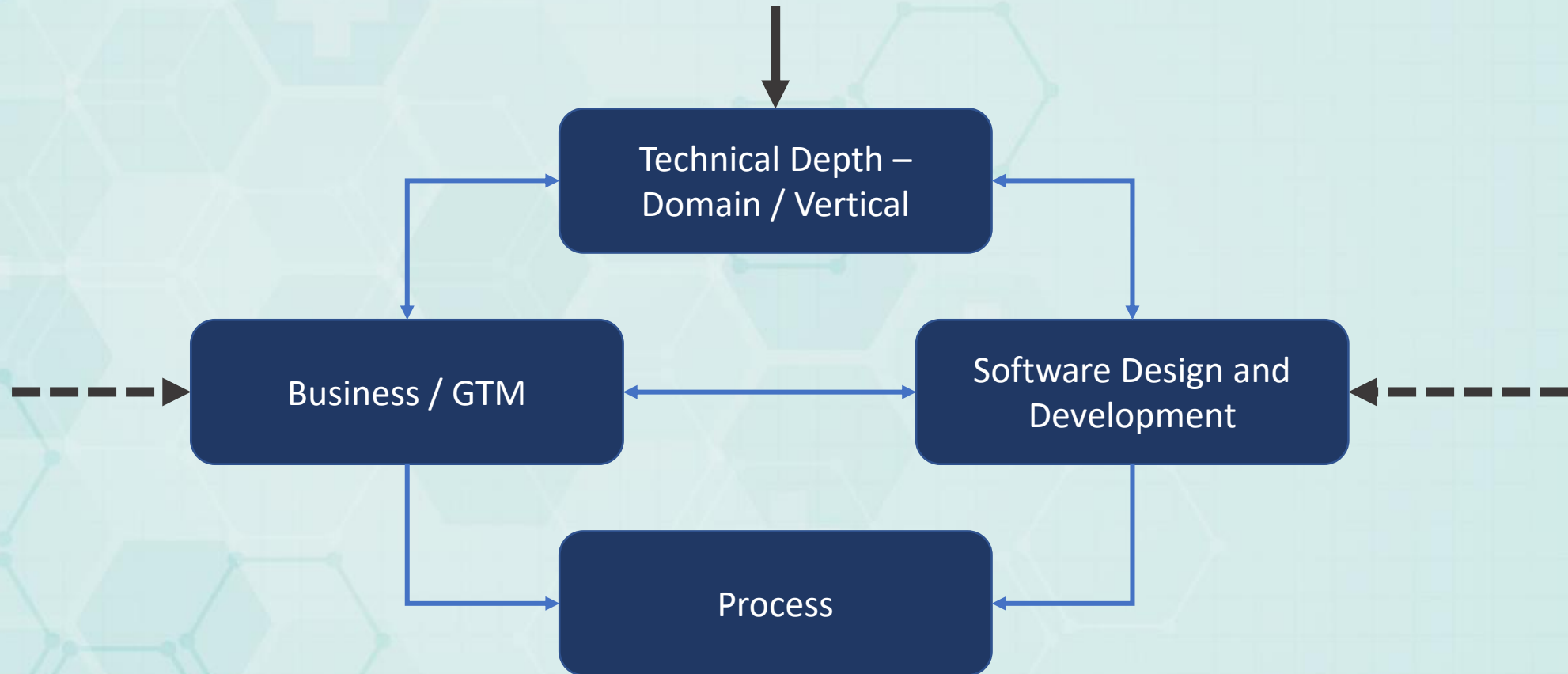   Education
   Economic Empowerment
   Critical Human Needs

**Positively impact 50K lives by 2025**

**Cohort non-profit program**
Partnership with Nudge Center for
Social Innovation

Source : Cisco CSR Report 2019

# The Four Possible Dimensions ...

# Examples of scale …

**Aravind Eye Hospitals**

450,000 eye surgeries per year
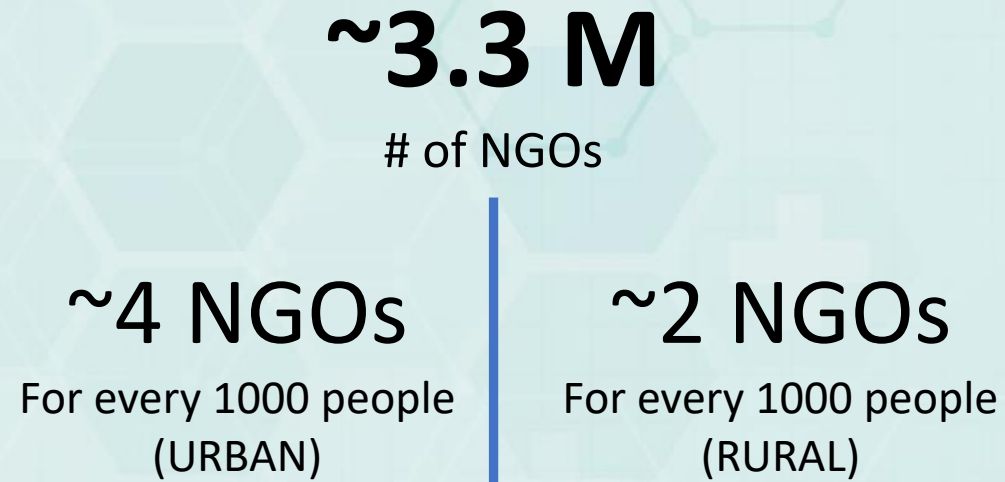
**Goonj**

Works in 22 states

**Akshaya Patra**

World's largest mid-day meal scheme

**HoneyBee Network**

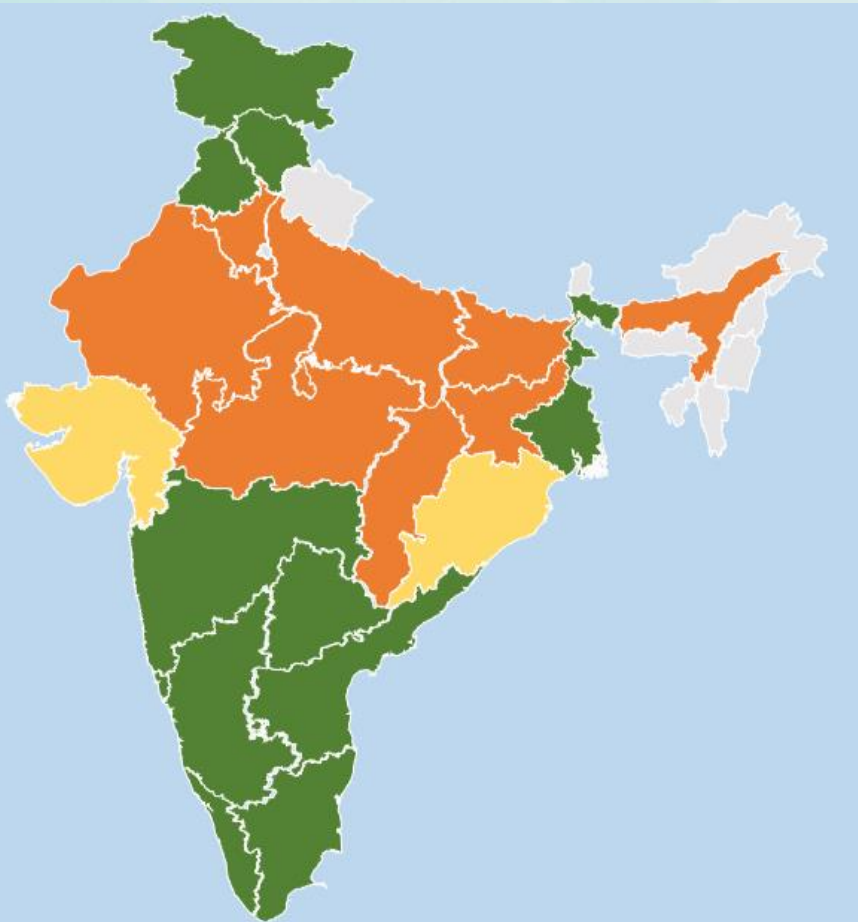Documenting innovations in rural India

# The Third Sector

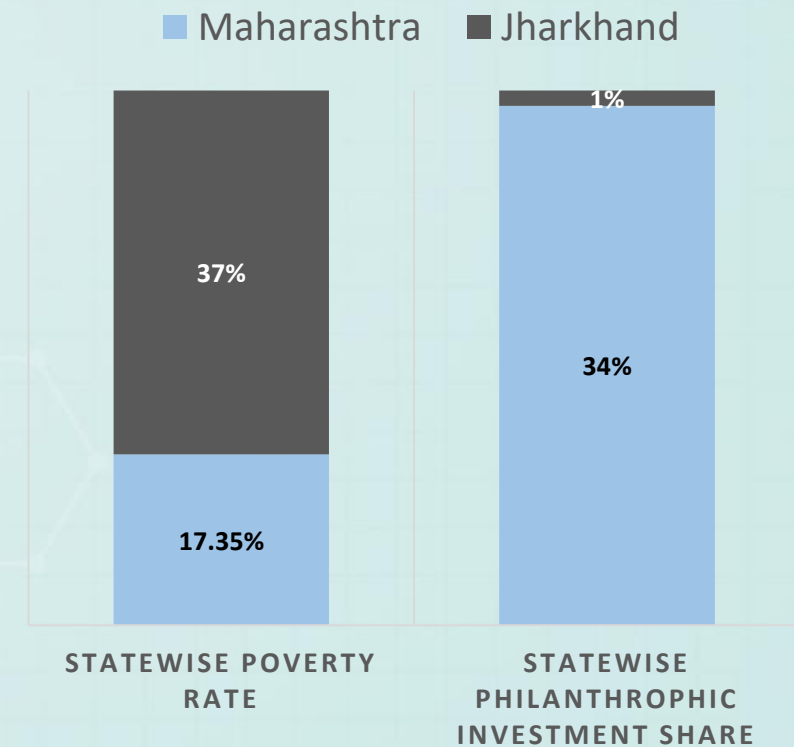NPOs/NGOs fulfill yawning gaps, but fragmentation is an issue

## ~3.3 M

# of NGOs

## ~4 NGOs

For every 1000 people
(URBAN)

## ~2 NGOs

For every 1000 people
(RURAL)

# A Tale of Two Countries ?

**Fertility Rates of Major Indian States**

**Philanthropic Spending**

| State | Rate |
|---|---|
| West Bengal | 1.6 |
| Delhi | 1.6 |
| Tamil Nadu | 1.6 |
| Himachal Pradesh | 1.7 |
| Punjab | 1.7 |
| Andhra | 1.7 |
| Jammu and Kashmir | 1.7 |
| Kerala | 1.8 |
| Maharashtra | 1.8 |
| Karnataka | 1.8 |
| Odisha | 2 |
| Gujarat | 2.2 |
| Haryana | 2.3 |
| Assam | 2.3 |
| Chhattisgarh | 2.5 |
| Jharkhand | 2.6 |
| Rajasthan | 2.7 |
| Madhya Pradesh | 2.8 |
| Uttar Pradesh | 3.1 |
| Bihar | 3.3 |

■ Maharashtra  ■ Jharkhand

37%

34%

17.35%

1%

STATEWISE POVERTY RATE

STATEWISE PHILANTHROPIC INVESTMENT SHARE

Source : https://niti.gov.in/content/total-fertility-rate-tfr-birth-woman

Source : Bain and Company – India Philanthropy Report 2020

# Problems of Healthcare in India
## How Technology can bridge the gap

| Primary Issues | Outcome | Technology Intervention |
|---|---|---|
| Lack of Time / Access | Optimize time / Ease of use | UX, App Design, Vernacular support |
| Limited / Non-existent Data | Improve speed of diagnosis | Analytics |
| Local Manufacturing | Reduce cost ; improve affordability | Medical devices ; Digital twin |
| Poor Infrastructure | Reduce burden on existing systems | Home-care / Telehealth |
| Lack of Interoperability | Reduce "friction" in the process | APIs |
| Inadequate Security | Increase trust | Segmentation / Zero Trust |
| Limited Bandwidth (i.e. Rural) | Speed of Access | 3G / 4G |
| Scale is massive | Focus on replicability/standardization | Open source / Microservice / Container |

# Crossing the chasm

## Citius, Altius, Fortius ?

# What is changing ?

**HEALTHCARE STACK**
Health Id

**INDIA STACK**
UPI

**GRANTS**
BIRAC, AIM

**JAN DHAN**
Financial Inclusion - Bank Accounts

**AYUSHMAN BHARAT**
Insurance Coverage

**BROADBAND COVERAGE**

**RISK TAKING**

**AADHAR**
Biometrics for 1.2 bn people

**SWACCH BHARAT**
100+m Toilets since 2014

**2% CSR**
Net Income

**~5000**
(2018)

7.3

1.6
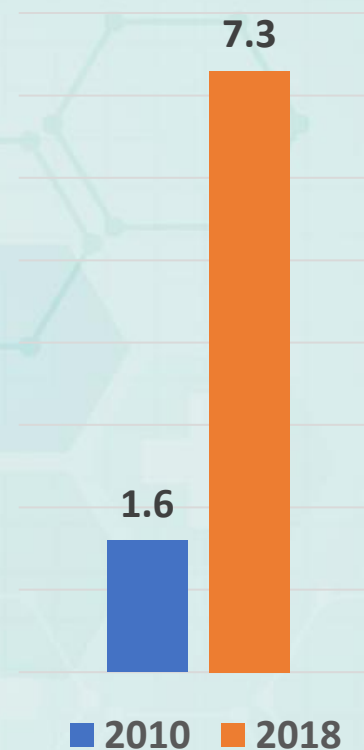
■ 2010  ■ 2018

| Government (India) | Philanthropy ($B) | Industry | Start-ups |

Source : https://www.forbesindia.com/blog/health/opinion-swachh-bharat-success-goes-beyond-just-toilets-and-india/
Source : Bain and Company – India Philanthropy Report 2020
Source : https://economictimes.indiatimes.com/small-biz/startups/newsbuzz/mainstreaming-healthcare-startups-amidst-covid-19-is-the-need-of-the-hour/articleshow/77818203.cms?from=mdr

# And what needs to change / continued focus ..

**INCREASE HEALTHCARE SPENDING**
Percentage of GDP

**MONITORING AND EVALUATION**

**STRENGTHEN PRIMARY HEALTHCARE SYSTEM**
Centre + State

**SKILL & CAPACITY BUILDING**

**REGULATORY STANDARDS**
Centre + State

**WASTE-WATER AND SANITATION**

**DATA PROTECTION BILLS**
Personal Data Protection (PDP), DISHA

**FEMALE LITERACY AND EMPOWERMENT**

**CO-OPT WHERE FEASIBLE**

Government (India)  ⟷  NPOs / NGOs

DISHA – Digital Information Security Healthcare Act
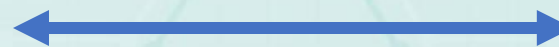
# Some things for non-profits to think about …

?

- Are you comfortable with your level of scale and level of impact?

- Are alliances or mergers an option ?

- Do you have the right level of leadership in the areas of focus ?

- Connect, Collaborate, Integrate, Standardize and Replicate

- Learn how for-profit companies run their business

- In-sourcing versus out-sourcing

- Technology is just an enabler

And finally …

TRUST

Government

Industry

Academia

Start-ups
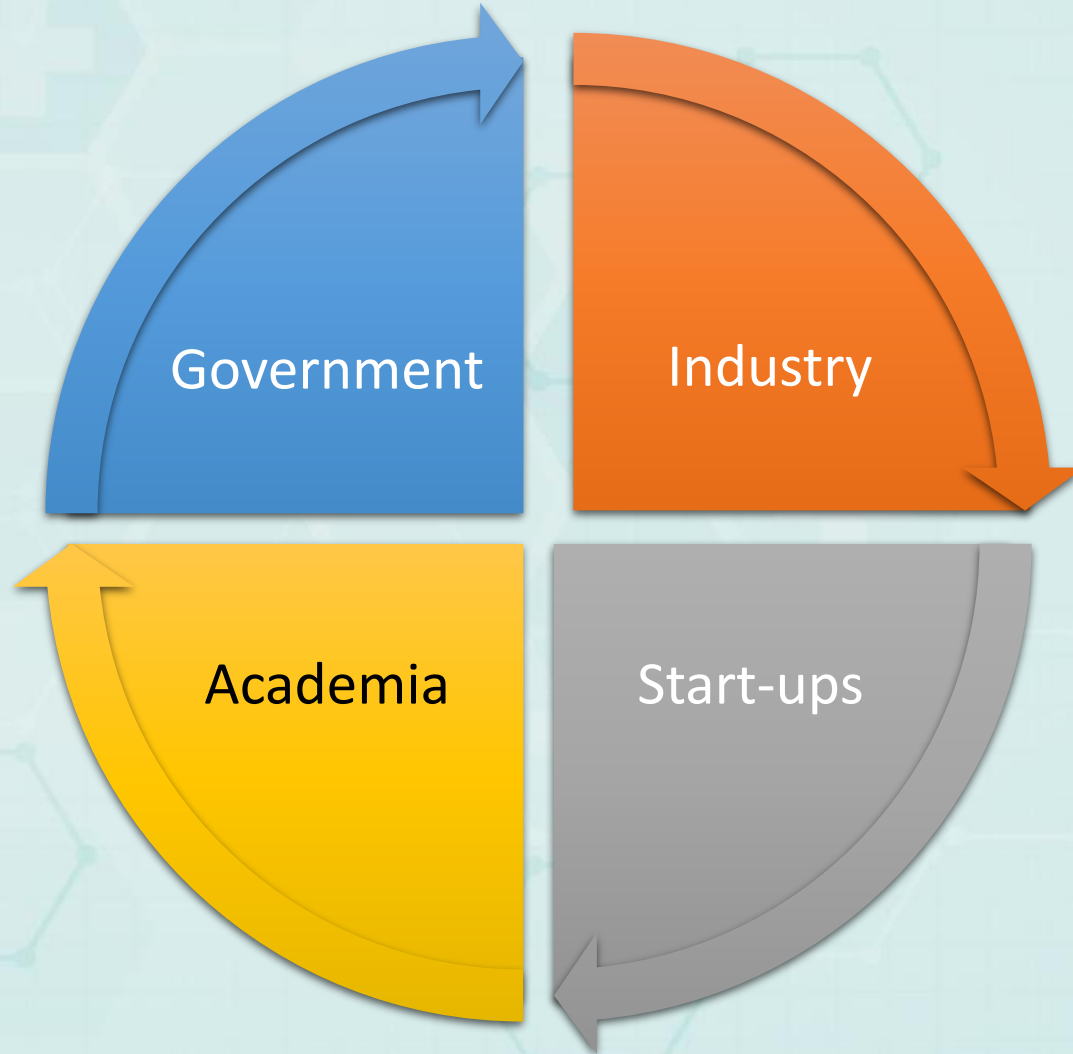
TRANSPARENCY

# THANK YOU

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