

**Sector: Healthcare**

# Teleradiology: A healthcare center adopts Sustainability

**The Healthcare industry has only just begun to understand and adopt Sustainability as a core value proposition. Teleradiology realized the importance and Smarter Dharma took the opportunity to impress upon the advantage of being one of the earliest adopters in India. Today Teleradiology is a model organization for any healthcare player.**

## Client's Challenge

Teleradiology has been in the forefront of adopting technology to address healthcare challenges, especially in diagnostics. Being a progressive organisation, in their own way, Teleradiology was trying to adopt eco-friendly practices. However, like any organization which has viewed Sustainability for just eco-friendliness, Teleradiology has seen islands of changes which are, at best, maintained because of one or two passionate champions. Apart from being abrupt and non-dependable, a lack of dependability sets in. Other than that, limiting the scope to "eco-friendly" is narrowing the opportunity. When viewed through the wider lens of Sustainability, the potential seems much more and it is this thought process which Teleradiology has been missing.

## Climate Miles Solution

A - First step was a thorough audit for energy consumption, water consumption, waste management and other administrative processes.

B - A brief modus operandi was presented to the management which contained areas of intervention along with environment as well as potential financial gains. The financial gains for most parts were mentioned as ROI for the expenses recommended. This also drew the CFO into the discussion and made it an inclusive decision for other executives as well.

C - Once the strategy was approved, Smarter Dharma set the ball rolling with focus on energy. The approach



was to identify the high-use light sources and replace them with LED alternatives immediately. Lux meters were used in the audit process to ensure that the replacement did not result in any loss of light' and therefore cause discomfort to the occupants. The other immediate change was reorganizing light usage pattern with focus on utilizing natural light in all possible areas. Better monitoring and control processes were suggested and defined for the HVAC. A process was defined to ensure no new CFLs are purchased. A template for LED replacements was provided. Another energy intervention was to include Occupation Sensors in all consultation rooms - thus reducing unnecessarily turned on lights.

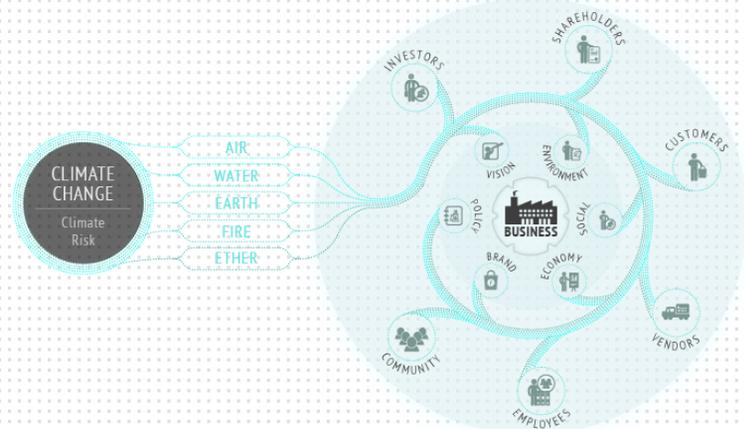
D - Water management interventions included rainwater

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harvesting corrections, better faucets and aerators. A rainwater tank was constructed along with slope correction in the premises. Sensor based faucets and urinals helped reduce water consumption significantly. Efficient dishwashing taps were recommended which should reduce dish-cleaning time as well as water consumed.

E - Waste Management Audit threw up a lot of interesting low-hanging fruits to address. First, comprehensive understanding of waste types and segregation methods were brought forth and implemented immediately. This gave a quantitative understanding of the waste and a complete solution

for handling the waste was implemented.

This led to a reduction of daily waste from an average of 45kg to 9kg (excluding bio-medical and hazardous waste). Also, regular monthly revenue is generated from all the recyclable dry waste which aids management of wet waste and organic vegetable rooftop garden.

F - Understanding of administrative, patient management and HR processes helped Smarter Dharma identify solutions which helped reduce paper usage by more than 50%. This includes usage of software solutions along with process efficiencies.

## Client's Benefits

Immediate savings in operational expenditure were realized. Other than that, one of the deliverables for Smarter Dharma involved creation of an in-house Green Team. Among other responsibilities, they are given the task of monitoring and reporting the various interventions implemented.

## Client's Approach to Sustainability

The founders of RxDx (and the associated companies) are very progressive and believe that adopting Sustainability is the right way forward. This meant their approach was built on doing their bit and setting an example. However, this wasn't sufficient for an organization especially when it comes to sustained adoption and not just a one-time activity. Once Smarter Dharma was employed, a professional approach which helped spread Sustainability across board was built and implemented.

## Solution Summary

**Industry:** Healthcare, India

**Scope:** Asset efficiency and reduction in carbon footprint and water footprint; Sustainability Policy and Implementation.

**Number of sites included :** 4 Facilities (same location)

**Benefits:** Efficient management of sustainability indicators, continual improvement, employee engagement and increase in operating margin and revenues.

**Future course:** Continuing the implemented activities along with a functioning Green Team.

