

Session by Tata Consultancy Services

On behalf of the Social Work Forum of Madras School of Social Work, Tata Consultancy Services (TCS), conducted a session on 29-01-2019 (Tuesday), for the Social Work Forum members of the Department of Social Work – Aided. The session started at 1.45 pm with a welcome address by Dr. K. Sathyamoorthi, the faculty coordinator of Social Work Forum, in the presence of Dr. Shakeela Basheer – Head of the Department and Ms. Poorani – Secretary of the Social Work Forum. Dr. Sharma from TCS took over the session and gave a brief introduction about the company which has secured a place in the top 100 companies of the world. The major aspects of health care sector and the challenges and concerns faced by the sector were briefed. He pointed out that healthcare is still a cottage industry in our country and there is a need to respect, understand, protect and create awareness about it.

Videos were screened for the forum members on the conditions that prevailed in All India Institute of Medical Sciences, Delhi due to severe mismanagement and the present change that has emerged after the intervention of TCS in the hospital. They incorporated a 6 ‘R’ strategy and provided a digital platform for the patients so that they will no longer have unpleasant patient experiences. They adopted a patient friendly transformation in a five simple step process.

Following the successful project at AIIMS, Tata launched the Digital Nerve Centre at Himachal Pradesh for bringing a revolutionized healthcare system in India. A sample of its working was made to be understood to the participants through a video.

The session ended by 3pm, with a discussion by the faculty coordinator about the roles that can be played by the Social Work Students and the possible opportunities which can be availed by Social Work Students through this project.

PHOTOS

