



BIMR HOSPITALS

(Run by Birlanagar Jan Sewa Trust)

Surya Mandir Road, Residency, Morar, Gwalior - 474 005 (M.P.)

Ph.: 0751-7102 617

E-mail : adm@bimrhospital.com • Website : www.bimr.org

NABH Accredited Multi Super Speciality 350 Bedded Hospital



NABL Certificate No. : MC-2504
(NABL ACCREDITED LAB)



H-2021-0829

BIMR Hospitals, Gwalior

Annual Performance Report Year 2025 -26(1st April 25 to 31 March 26)

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Help Line No. : 0751- 7102 615 • Emergency : 0751-2335 000, 1800 233 2467

Available Facilities : • Cardiac Centre • Oncology Centre • IVFCentre • Neuro Centre • Plastic Surgery • Pediatric Surgery • Laparoscopic & General Surgery • Oral & Maxillo Facial Surgery • Gastroenterology • Orthopedics (Hip & Knee Joint Replacement) • Urology & Andrology • Medicine • Gynaecology • Pediatrics • Ophthalmology • Dermatology (Skin) • ENT Cochlear Implant, Sleep Apnea • Dental • Pathology • Radiology • Physiotherapy • Medicines 24x7 (15% Discount on Cash Purchase)





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1. Executive Summary:

The BIMR Hospitals is a multi specialty hospital. Our hospital is NABH Accredited. The hospital is first hospital of Gwalior Chambal division who has received accreditation from NABH and NABL. It is spread on 7.9 Acres of land, with a capacity of 350 beds. The outpatient services are spread on three floors with 45 consultation rooms. All ambulatory services have been designed with intent to create dedicated aides for specialties, whether it is the proximity of diagnostic services or blood bank to the emergency. Inpatients services are spread on three floors and all types of ICUs/HDUs & wards.

- The hospital has well equipped operation theatres, All the operation theatres are fitted with best in - class pendant operating lights, anesthesia work-stations and necessary life support system.
- The hospital has one of the biggest critical care facility in the region with 78 beds in different intensive care units viz Medical, Surgical, Cardiac, Pediatrics, Neonatology, Neurosciences. All critical care beds are in the close vicinity of the operation theatre complex for easy accessibility and continuity of care.
- BIMR Hospitals has top of the line Hospital Information System which is seamlessly connected across the outpatient, inpatient and diagnostic areas.
- The hospitals has very good buildings providing for multi-tiered access control, electronic security systems with integrated CCTVs spanning across the facility and advanced fire management systems amongst other utilities.

Since 1983



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- A concise overview of the hospital's performance is highlighted in succeeding paras.

2. Hospital Overview:

The BIMR Hospital is a multi specialty hospital.

Patient first: Quality Care for our patients is of utmost priority

Respect & Compassion: We respect our patients and communities & provide a compassionate care

Team work: We believe and encourage in team work

Excellence: We continually work on service excellence through our Quality improvement initiatives.

Community involvement: We are dedicated to serve the community with affordable & quality care services.

- An Introduction to the hospitals, Its Mission, Vision, and Key leadership

OUR VISION

“To fulfill the dream of Syt. D. P. Mandeliaji who established BIMR Hospitals, to make it a model multi super specialty hospital of Madhya Pradesh.”

OUR MISSION

To achieve the Vision of our Founder Trustee by—

- Developing and providing top class health services at affordable cost.
- Establishing hospital quality management system in Accordance with the national quality standards for hospitals.
- Setting and achieving performance improvement targets and raising the bar higher...and higher.



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OUR VALUES

Patient First - We strive to deliver the best to every patient every day.

Empathy & Respect - We treat every patient with empathy and respect.

Service - We strive to anticipate and meet the needs of our patients, and all healthcare workers.

Integrity - We maintain confidentiality and dignity of our patients.

Innovation - We always strive to adopt latest healthcare equipment & techniques, and improve our knowledge and skills by regular frequent training and Continuous Medical Education.

Teamwork - We believe that the patient care is a multidisciplinary team work and each one of us is personally responsible for their healthcare and satisfaction.

QUALITY POLICY

We are committed to achieve fullest satisfaction of our patient by fulfilling their healthcare needs. We strive to achieve our commitment by –

- Establishing healthcare procedures and protocols.
- Providing regular training and awareness programme to the hospital personnel.
- Continually improving our performance by setting and achieving service standards and improvement targets, complying with legal and professional requirements.



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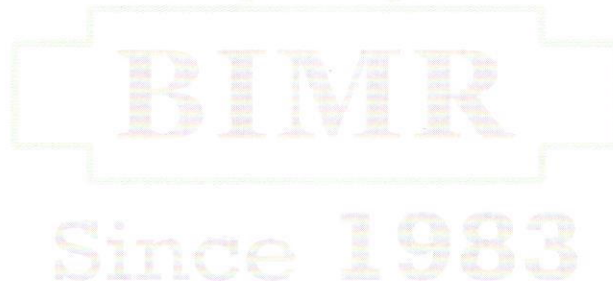
SAFETY POLICY

The Hospital believes that the safety of the patients, staff and visitors over rides all other considerations. The hospital ensures safety & security in the hospital by establishing safety protocols for each functional area.

The senior most person in each area have been made responsible and accountable for safety & security of the patient and people in that area. The hospital is committed to continually improve its safety performance -

- By setting and achieving safety improvement targets
- By complying to the applicable legal requirements
- By providing regular safety education & training to its personnel
- By conducting regular safety drills
- By conducting regular safety checks and audits

The hospital is committed to achieve safety standards matching international parameters with the active participation of our personnel, patients and visitors.



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3. Performance Highlights:

- Key statistics, patient numbers, and major achievements summary of last 3 Year.

S. No.	Name of Service/ Procedure/ others	Year 22-23	Year 23-24	Year 24-25	Year 25-26
1	No. of IPD	25534	23464	20351	21114
2	No of OPD	100536	101054	108035	128237
3	No of Day care + Oph	8837+(2202Oph)	7557+(1564Oph)	5393+280	7208
4	No of Surgery	3739	3317	3031	3057
5	CTVS Surgery	81	106	111	132
6	IVF	74	118		70
7	No of Pathology Investigations	228670	246669	246775	284466
8	No of CT	6746	7067	7479	8257
9	No of MRI	4165	6066	5405	6283
10	No of USG	14603	15040	15111	17555
11	No of X ray	23329	24479	22780	26084
12	No of Angiography	1009	925	701	503
13	No of Angioplasty	173	181	311	326
14	No of Joint replacement(Hip and Knee)	11	1	5	13
15	No of Dialysis	8751	7208	4571	4437

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16	No of Chemotherapy(Adjuvant CT with RT)+ Oncology Daycare for Chemotherapy)	200+29	375+61	309+127	281+438
17	No of Radiotherapy				
18	No of Upper GI Endoscopy	291	57	1045	1529
19	No of Cataract Surgery	2104	1684	256	229
20	No of EEG	331	394	302	440
21	No of TMT	623	840	590	507
22	No of ECHO	3061	3721	3492	3226
23	No of ERCP	9	1	10	8
24	No of Holter	59	79	68	83

4. Quality and Patient Safety:

- Present quality matrix and initiatives related to patient safety.
- Annexure -1

5. Clinical Services:

- The range of services offered, staffing, and patient outcomes.

Clinical Services

- Anesthesiology
- Advance Cardio Vascular Services (Interventional Cardiology – Non Interventional Cardiology)

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- Cardiothoracic Surgery
- Critical Care
- Day Care Services
- Dental Services
- Dermatology and Venereology
- Emergency Medicine
- General Medicine
- General Surgery including Minimally Invasive Services
- In Vitro Fertilization (IVF)
- Medical Gastroenterology
- Medical Oncology
- Neonatology
- Nephrology including Dialysis
- Neurology
- Neurosurgery
- Obstetrics and Gynecology including High Risk Cases
- Ophthalmology
- Orthopedics Surgery including Joint Replacement Surgery
- Otorhinolaryngology
- Pediatrics Surgery
- Pediatric
- Plastic and Reconstructive Surgery
- Radiation Oncology
- Respiratory Medicine
- Specialty ICU
- Surgical Oncology
- Urology

Diagnostic/Radiological Services

- 2D Echo



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- CT Scanning
- Holter Monitoring
- Mammography
- MRI
- Spirometry
- Tread Mill Testing
- Ultrasound
- X-Ray

Laboratory & Microbiology Services

- Clinical Biochemistry
- Clinical Microbiology and Serology
- Clinical Pathology
- Cytopathology
- Hematology
- Histopathology

Pharmacy

- Dispensary

Transfusion Services

- Blood Bank
- Blood Transfusion Services

Allied services

- Ambulance
- Dietetics
- Physiotherapy
- Psychology



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6. Financial Performance:

Over all hospital income was Approx. Rs 131 Cr. in previous year. Hospital provided separate budget for Quality & HIC approx 3,35,53,544 & 5,32,86,857.

Annexure 2 – Quality & HIC Budget

7. Patient Experience:

- Patient satisfaction survey is carried out and 90% satisfaction found in OPD & approx 85 % Satisfaction found in IPD Level. We create efforts to enhance patient experience.

8. Community Engagement:

- Highlight the hospital's involvement in the community.
- Blood Donation Camps organized – 05
- Mega Camps – 15
- Eye Camps– 03

9. Human Resources:

- Staffing levels
- Total Staff – 941
- Consultant - 75
- MO - 17
- Nursing staff – 191
- Paramedical – 69
- HK-250
- Security - 65

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- Training Conducted – 250
- **10. Technology and Infrastructure:**

Buildings – 2

Total Bio Medical Equipment – 1200

11. Sustainability and Environmental Initiatives:

We have a Solar system 529 megawatt. We take green energy initiative to use STP garbage in planting.

12. Challenges Faced:

- a. Reduction in number of IPD patients: Hospital has deployed many ways to address this issue by exploring other options like commencing Super Specialty Clinics or peripheral OPD, frequent camps in its periphery, promotions through digital means and social platforms.
- b. Trained staff: - Due high demand of para-medical staff like Nursing in Govt. Sector attritions rate in this area has increased and hospital is facing shortage of trained staff. Hospital has started dedicated training program for training of nursing staff to deal with extremely serious patients.

13. Goals for the Next Year:

- a. Financial Goal: - The total revenue of the hospital including from pharmacy during FY 2025-26 was Rs. 131 crores. We expect during FY 26-27 it would increase to around Rs. 146 crores with better margins and increase in number of patients by 14%.

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b. New Specialty:- Hospital has employed both Pathologist /clinical (Hematology) to introduce diagnosis and treatment of related disease including BMT. Hospital is also likely to introduce some new procedures/ setup like Molecular Lab, Minimally Invasive Surgery in CTVS etc.

14. Conclusion:

- BIMR Hospitals was launched in 1983 with 30 beds with other medical facilities in 1983 to provide basic health services to people of the Gwalior. Over the period it has turned into a 350 bedded multi/super specialty 350 bedded NABH/NABL accredited hospital only one of its types in Gwalior-Chambal region providing quality health care facilities to the all segments of society including under privileged population of region and its periphery. BIMR hospitals have always taken lead in adding
- new specialty over the years as compared to other nursing home in the region. We are determined to further enhance/upgrade existing specialties as well adding new super specialties so that people of the region get the much-needed quality health care services at affordable cost and avoid high cost of treatment in metro cities.
- In terms of overall performance of the hospital number of IPD is significantly reported i.e. 21114 patients and OPD is remarkably higher with 128236 patients in the session in discussion. overall Hospital income was approximately rupees 131 Cr which was higher than previous year. Above figure pointed out over all performance of the hospital is excellent in the session 2025-26.

15. Appendices:

- Annexure 1
- Annexure 2



Govind Deora

Executive Trustee

BIMR Hospitals

Dr Vaibhav Raj

MS

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