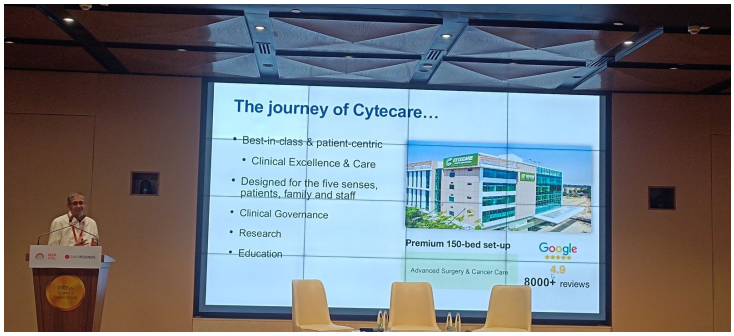
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Building a healthcare institution requires resilience, ethical commitment and an unwavering focus on patient welfare: Suresh Ramu

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Cytecare has sought to demonstrate that clinical excellence and compassionate care can coexist



“Building a successful healthcare institution requires resilience, ethical commitment and an unwavering focus on patient welfare,” said Suresh Ramu, co-founder and former chief executive of Cytecare Hospitals while reflecting on the philosophy

behind the establishment of the successful hospital.

Speaking at MedTech Day 2026, organised by NSRCEL in partnership with DailyRounds and Marrow, on the topic “Building and Scaling Healthcare Ventures” Ramu said patient-centric healthcare must combine compassionate care with strong clinical governance in order to deliver meaningful outcomes for patients.”

Established in Bengaluru as a 150-bed speciality hospital focused on oncology, Cytecare was founded to address the growing demand for high-quality cancer treatment in India while ensuring that patients and their families are treated with dignity and empathy throughout their medical journey. Over time, the hospital expanded beyond cancer care to include advanced surgical services, while maintaining its core emphasis on clinical excellence. The institution has also received strong public recognition, including a 4.9-star rating from thousands of online reviews, reflecting its reputation for patient satisfaction.

Ramu explained that patient-centric healthcare should not be limited to aspects such as cleanliness, hospitality or infrastructure, although these elements remain important. Instead, he said patient-centricity must be viewed through two key dimensions: the care dimension and the clinical dimension. While the care dimension focuses on empathy, comfort and emotional support for patients and their families, the clinical dimension includes medical expertise, advanced infrastructure, governance of care, research initiatives and continuous education for healthcare professionals. According to him, balancing these two aspects ensures that hospitals deliver not only a supportive environment but also high-quality clinical outcomes.

He also highlighted the importance of fostering a culture of respect and teamwork within healthcare organisations. Hospitals often operate within hierarchical systems where certain roles receive more recognition than others, yet every member of the workforce plays an essential role in shaping the patient experience. At Cytecare, leadership emphasised respect for all staff members, from doctors and nurses to technicians and security personnel. Ramu noted that the first interaction a patient has with the hospital—often with the security guard at the entrance—can significantly influence their overall perception of care.

Beyond clinical services, the hospital has also undertaken several social initiatives aimed at promoting empathy and community engagement. One such initiative involved collaboration with the social enterprise Mitticool Cafe, which operates cafés staffed by people with disabilities within the hospital premises. The initiative provides employment opportunities while encouraging staff and visitors to develop a deeper understanding of inclusion and compassion.

Another programme, known as the Magic Fingers breast cancer screening initiative, trains visually impaired women to detect early signs of breast abnormalities using specialised tactile techniques, helping promote early diagnosis and greater awareness about breast cancer. Cytecare has also partnered with schools and community groups to promote early detection and cancer awareness, recognising that education and prevention play a critical role in improving healthcare outcomes.

Ramu noted that working in healthcare is both a privilege and a responsibility, as every decision made within a hospital can directly impact patients’ lives. To maintain high standards of care, Cytecare implemented disciplined operational practices such as daily review meetings, continuous monitoring of clinical processes and constant learning within the organisation. According to him, such practices ensure accountability and help maintain consistent standards in patient care.

Reflecting on his leadership journey, Ramu reiterated that building a healthcare institution requires not only strong infrastructure and medical expertise but also resilience, ethical values and a sustained commitment to patient welfare. Through its emphasis on governance, innovation and respect for people, Cytecare has sought to demonstrate that clinical excellence and compassionate care can coexist, offering a model for future healthcare institutions across the country.