MANIPAL UNIVERSITY

cordially invites you to the

24th CONVOCATION

Saturday, 6 May, 2017

Time: 5.30 p.m.

Venue: Dr. TMA Pai International Convention Centre,
M. G. Road, Mangaluru

Chief Guest:

Dr Joanna Flynn AM
Chair, Medical Board of Australia

Dr H Vinod Bhat
Vice-Chancellor

Dr H S Ballal
Pro Chancellor

Dr Ramdas M Pai
Chancellor
Dr H S Ballal, Pro Chancellor, Manipal University declares the Convocation open
Welcome Address

Chief Guest for the 24th Convocation of Manipal University, Dr Joanna Flynn AM, Chair, Medical Board of Australia, Pro Chancellor of Manipal University Dr H S Ballal, Vice Chancellor Dr H Vinod Bhat, Pro Vice Chancellors – Dr Poornima Baliga, Dr G K Prabhu, Registrar – Dr Narayana Sabhahit, Registrar-Evaluation Dr Vinod Thomas, Director of Student Affairs - Dr Suma Nair, Deputy Registrars - Dr Shyamala Hande and Dr Preetam Kumar, Heads of constituent colleges of Manipal University, administrators, faculty members, members of the media, distinguished invitees, parents of degree awardees, graduates and post graduates, ladies and gentlemen.

I have great pleasure in extending a hearty welcome to all of you for honouring our invitation with your gracious presence at the 24th Convocation ceremony of Manipal University.

Manipal University has grown by leaps and bounds to occupy a very prestigious place amongst the top ranking universities in India, and is surely moving forward to cement a similar position globally. It is with great focus, determination and effort that a student earns their degrees here and today is a milestone as they are recognized for this achievement on the occasion of the convocation. It is a defining moment and a dream come true not just for the student, but their loved ones and teachers too. This day marks their transformation from students to professionals who are capable of Shouldering responsibilities backed by the knowledge and wisdom attained.

Manipal University stands in its glory here today because of the visionary Dr TMA Pai, who was the founder of the Manipal Group of Institutions. Dr Ramdas M Pai followed his father’s footsteps and converted Manipal University into a global educational town of great status.

On this august occasion we are privileged to have as our chief guest Dr Joanna Flynn AM, The Chair of the Medical Board of Australia. On behalf of the management, faculty members, staff, and students of Manipal University, I extend a warm and hearty welcome to Dr Flynn.
We are happy to have amidst us today Dr H S Ballal, Pro Chancellor of Manipal University, Manipal and the guiding force behind the growth of this University. To you Sir, I extend a delightful welcome. A respectful welcome to Mrs Indira Ballal.

It gives me great pleasure to welcome our Vice Chancellor Dr H Vinod Bhat who has been a part of the leadership team for years and is actively enabling the development of this University. I extend a pleasant welcome to you Sir. A cordial welcome to Dr Mrs Parvathi Bhat.

I welcome the members of the Board of Management, Academic Senate and Finance Committee who monitor and ensure constant and consistent progress in the activities of Manipal University.

A hearty welcome to the members of the family of Manipal University, a well-knit team comprising of Pro Vice Chancellors, Registrar, Heads of constituent institutions, faculty members, officers of Manipal University and the supporting staff, who continue to play a dynamic role in carrying forward the vision of Manipal University.

I extend a gracious welcome to our well-wishers from Manipal, Udupi and Mangalore, who have encouraged the growth of our institutions and enabled the shaping of the future generation.

The members of the press and the media have been proactive in highlighting our many achievements and showcasing our ideals, vision and goals. Hearty welcome to all of them who have responded to our invitation.

It is a great day for the parents of graduates and postgraduates who are to receive their degrees today. I extend a warm welcome to all of them who have come in large numbers to share the joy of this occasion.

Last, but not least, a hearty welcome to the most important people of this convocation, that is, the graduates, the post graduates and the post-doctoral fellows who are eager to receive their degrees today.

As you graduate today, surrounded by your friends and family, please remember that you will henceforth be embarking on a new journey. At every step on this journey, remain steadfast to the values inculcated in you that mark you out as a graduate from Manipal University. Use the knowledge gained to benefit mankind and make a difference in the lives of those around you. Remember our motto and remain “Inspired by Life.”

Ladies and gentlemen, I welcome you to this occasion and wish you good luck and may the Lord Almighty bless you.

Thank you.
It is my privilege to take you through a short presentation of the University’s achievements in the last 12 months.
Dr Tonse Madhava Anant Pai made Manipal as the social crucible where he carried out successful experiments with banking, education and healthcare. He set up Syndicate Bank in 1925, Academy of General Education in 1942 and Kasturba Medical College in 1953. His successful attempts at alleviating poverty, illiteracy and ill health were largely responsible for the socio-economic development of the region.

His illustrious son, Dr Ramdas M Pai made Manipal an international University township and also took Indian Higher Education overseas. Dr Ranjan Pai is at the forefront of enterprise in education, healthcare and cutting edge research. With several spectacular successes behind him, he represents the third generation. Commitment, perseverance, integrity and humility have been the core values of the family and the University has adopted them as its own in its march forward.

I am pleased to mention that we are graded A by NAAC, and for the first time we feature in both the QS and the Times Higher Education rankings for Asia, BRICS and Emerging Markets and the World.

Education World has ranked us the best among private universities in India for the second year running.

Karnataka State Universities Ranking Framework introduced for the first time this year has rated Manipal as the best among all Universities in the state - Public and Private.

QS Speciality world rankings has placed KMC Manipal in the 450–500 bracket and College of Pharmaceutical sciences in the 251–300 range. I am firm in my belief that in the next ranking exercise the two shall improve significantly and some more specialities will feature in the list.
Manipal has planted bold foot prints in the ASEAN, West Asian, the Caribbean and the SAARC regions by investments in physical campuses. We also work closely with several international organizations and corporates.

Office of International Affairs and Collaborations is active in establishing new relationships even while deepening existing ones.

With over 350 unique international collaborations, we are well on our way of a 1000 partnership mark by 2020. Our strategic partnerships with University of Chicago and Maastricht University in the fields of Medicine and Global health respectively, will see a lot of traction in the coming year.

Dr H S Ballal received the prestigious Karnataka State Rajyotsava Award in Bangalore on 1 November 2016.
The University, in its collective wisdom, restructured its organogram. After 24 years of existence, Manipal University is now divided into Faculties. Two of the three faculties will be led by Pro Vice Chancellors.

Kasturba Medical College is the flagship institute of the University by its seniority, its high standards in academics and research and the sheer quality of the clinical experience for its undergraduates and residents. It is ranked No 2 among the private Medical colleges in India.

KMC Mangalore is the finest example of Public Private Partnership in medical education and patient care. It has the highest number of ICMR student grants in the country.

Manipal Institute of Technology, the largest of the constituent colleges of the University is celebrating its Diamond Jubilee this year. It is the first institute of the University to introduce Choice Based Credit System. Credit transferability and student mobility have enabled the development of a robust student exchange program.
Manipal College of Pharmaceutical Sciences has the highest NIRF rank amongst the University’s institutes. Two of its centres established during the year in collaboration with industry, have the potential to be global centres of excellence. We have established a TMA Pai Endowed Chair in Drug Discovery. This is an investment towards discovery of a home grown molecule in the next five years for global use.

MCODS Manipal has excelled in device innovations, student research and community outreach. It has been ranked 1 or 2 among all the dental schools in the country for the last 10 years. The Centre for Full Mouth Implant Rehabilitation established this year has the potential to make Manipal a destination for Dental Tourism.

WGS is the first and at the moment the only college of the University within the top 50 in the world.

It was the first institute in the country to start a four year BHM program and currently has undergraduate and postgraduate programs in Hospitality, Tourism and Culinary Arts.

MCODS, Mangalore organized the first ever Undergraduate research conference in any dental college in India. As has been the tradition the students performed very well in the NEET postgraduate entrance examination. MCODS, Mangalore has the unique distinction of having the highest number of textbooks published from a single dental college.
**Manipal College of Nursing, Manipal**

**Achievements**
- Ranked 3rd out of 1623 colleges in India
- International Conference - Impact of Global Issues on Women and Children

**Activities**
- Continuing Nursing Education (CNE) at Al Salam International Hospital, Kuwait
- Add on Courses - Neonatal, Critical Care, Emergency, Infertility Nursing
- Establishment of SRF-MCON

Graduates of MCON are highly sought after by the industry. The College has several high impact grants in HIV/AIDS and Disability care. The College successfully included Evidence Based Nursing Practice in the undergraduate curriculum.

**International Centre for Applied Sciences**

**Achievements**
- 39 International partners
- >100 International Universities accept ICAS credits
- Guest lectures from >30 International Professors

**Activities**
- Enhanced Foreign University Collaboration, strengthening Twinning Program
- Awareness workshops on Foreign University Admissions

International Centre for Applied Sciences works with 39 international partner Universities, successfully placing eligible students in programs in the US, UK, Germany, France and Australia.

**Melaka Manipal Medical College, Manipal**

**Achievements**
- MQA Accredited, Six strand, system based, integrated curriculum
- Clinical skills and digital labs for OSCE and OSPE

**Activities**
- Student Centre Pedagogic Practices
- Mentored Student Research Project and Problem based learning
- Personal and Professional Development Modules

MMMC was an Indian solution to a Malaysian dream – a joint venture initiated by the two governments. MMMC has been granted a six star status by the Malaysian Qualifications Agency.

**School of Communication, Manipal**

**Achievements**
- Media Research Center - First of its kind
- Radio Manipal – A community radio channel

**Activities**
- MV Kamath Endowment Lecture - Mr Rajdeep Sardesai
- Namma Angadi – A social initiative for child welfare
- Art 19 – Workshop and competitions for students of Media at National Level

School of Communication attracts international students from Norway, the Netherlands, Germany and France and offers exchange opportunities for its students as well.
### School of Information Sciences, Manipal

**Achievements**
- In house centre for software development
- Study Abroad programs with ESIGELEC, ENSAI & Efreti, France, Group T, Belgium, Lancaster, Edinburg, Napier (UK)
- Industry supported labs

**Activities**
- Post-graduate programs in Medical Software, Embedded systems, Semiconductor Chip design, Virtualization and Big Data Science

Established in 1998, School of Information Sciences offers post-graduate programs in the areas of Medical Software, Embedded systems, Semiconductor Chip design, Virtualization and Big Data Science. All the programs are industry supported.

Inception: 1998; Courses: 9; Students: 333; Faculty: 25; Papers: 5; Grants: 17.47

### School of Allied Health Sciences, Manipal

**Achievements**
- Top ranked AHS School in India
- NIH sponsored research lab at the Dept of Medical laboratory Technology

**Activities**
- Clinical Skill enhancement Program for International Respiratory Therapists
- Robert Gordon University, Aberdeen and Manipal University - GO India Project
- Health Professional Unit in (AHS) launched by FAIMER fellows

School of Allied Health Sciences is the most diverse of the University’s institutions, offering the most number of programs at undergraduate, postgraduate and doctoral levels.

Inception: 1999; Courses: 50; Students: 2203; Faculty: 172; Papers: 55; Grants:139.54

### School of Management, Manipal

**Achievements**
- Among top 25 schools in South India
- “Coursera”, a leading MOOCs provider, are part of SOM’s MBA curriculum.

**Activities**
- Centre for Social Entrepreneurship - NABARD funded farmer cooperative projects
- Guest Lecturers offered by senior managers from industry and eminent scholars
- Executive Development Program (EDP) for managers

School of Management has successfully revamped its curriculum with an option of double specialization, providing sufficient flexibility and better placement opportunities. The School becomes the first in the University to adopt MOOCS from Coursera in its curriculum.

Inception: 1999; Courses: 3; Students: 304; Faculty: 22; Papers: 10

### School of Life Sciences, Manipal

**Achievements**
- Novel genome-based diagnostic tests introduced to an existing panel of 150 odd molecular and cytogenetic tests
- 20 scholarship awards for students, research scholars, post-doctoral fellow and faculty members in the year

**Activities**
- INSPIRE, DST, Cell Culture and Advanced Molecular Techniques at Manipal and Mangalore

School of Life Sciences houses the TIFAC Centre of Excellence in Pharmacogenomics and received several prestigious grants during the year.

Erasmus Mundus scholarships for MSc students in the BioHealth Computing enables them to study in Barcelona and Grenoble.

Inception: 2006; Courses: 7; Students: 222; Faculty: 25; Papers: 30; Grants: 228.71
School of Regenerative Medicine, Bangalore

Achievements
- Country's first stem cell training institute
- STEM 2017, a National Conference on Stem Cells and Tissue Engineering
- Offers MSc, Mphil, Advanced PG diplomas in Regenerative Medicine
- Stem cell banking, Tissue engineering, Regenerative and reparative biology, Drug Screening Platform

School of Regenerative Medicine in Bangalore works exclusively in the field of Stem Cells. The School has several faculty papers in high impact journals during the year.

Faculty of Architecture, Manipal

Achievements
- Setting up the Sustainability Lab
- Won 3 prestigious Awards in Architecture – 1 International and 2 National level

Activities
- Participated in Intercultural Dialogue through Design International Studio
- Took up Live Design Projects for local community partnering with Nirmithi Kendra Udupi
- Interprofessional education and practice

Faculty of Architecture in collaboration with Deakin University, Australia and Moratuwa University, Sri Lanka, conducted the first international studio in Sri Lanka. The next one will be in Manipal in early 2018.

Manipal University, Dubai Campus

Achievements
- Established 5 research laboratories with industries in Dubai and UK
- Implementation of Learning Management and on Screen Marking Systems
- Winner of the "Best Green Campus Audit", awarded by the Government of UAE

Activities
- Organized 4 International Conferences/Symposium and one Students’ Research Colloquium
- Outcome Based Teaching Learning Process

Manipal University, Dubai caters to students from GCC and MENA regions. The high tech campus in DIAC is the only non medical off shore campus of Manipal University.

Manipal Academy of Banking, Bangalore

Achievements
- Training partner for over 30 banks in India and abroad
- Developed and delivered programs for 3 Small Finance Banks

Activities
- Talent Pipeline Building Program; Functional Programs; On-boarding Programs
- Development of F2F and blended programs
- Setting new benchmark in blended delivery
- Foray into General Insurance training
- Increased international engagements

Manipal Academy of Banking is the fastest growing institute of the University. The proposed off campus in Bangaluru will have MAB at its core with other disciplines layered around it.
I am pleased to announce the birth of Prasanna School of Public Health. The School already has robust collaborations with several Universities of the world, corporates and international agencies. The Maastricht–McMaster–Manipal Global health event in mid April had over 300 international participants.

Manipal University Technology Business Incubator is an initiative of Manipal University, to provide services for its Faculty, alumni and students as well as people of the region to start their own Venture, nurture entrepreneurship, create employment, develop products and build manufacturing capability in line with the social objectives of Government of India.

The University has 14 departments and two centres of Excellence. The postgraduate programs in Biostatistics, Public Health, European Studies and International Relations are undoubtedly the best in the country. These departments have several high visibility projects. Department of European Studies has the only Erasmus Plus Capacity Building Grant in the country with an Indian University in the lead.

The University has set up 71 Centres in the last 24 months. These Centres will drive growth in the years to come. Most of the Centres have shown excellent results in a short span of time.

Some of the Centres are in collaboration with International partners like the Manipal McGill Centre for Infectious Diseases and the Manipal Groningen Centre for Qualitative Research. K K Hebbar Gallery and Art Centre houses 25 portraits by the renowned artist after whom the Centre is named.
Innovative teaching–learning methods, including Hands On Experiential Learning, are widely practiced across the University.

The year witnessed a 40 percent increase in publications in SCOPUS indexed journals and a 100% jump in extramural research grants.

The University has several large grants. It is our endeavour to keep scouting for opportunities. Directorate of Research is entrusted with the responsibility of initiating several more during the year.

Nature Index is a database of author affiliation information collated from research articles published in an independently selected group of 68 high quality science journals. We are the only private university from India in this list. Twelve of Manipal’s papers were considered for this purpose. Of these, three are from the Genetics group of KMC, Manipal.
Breakthroughs at Manipal

**Dept of Virus Research (DVR)**

- Developed Influenza Virus Like Particle (VLP) – Potential for Vaccine

**KMC, Manipal**

- Discovered a new genetic disease called “Multiple mitochondrial dysfunction syndrome”
- Identified non-invasive biomarkers to select healthy embryos for improving IVF success

Even as Clinical Genetics continues to make waves, Centre for Virus Research from the Faculty of Health Sciences has been working on a possible Vaccine Candidate for influenza.

Internationalization

International students from 59 countries

- USA - Over 4000 KMC alumni
- 25% of practicing doctors in Malaysia

Manipal University has helped countries like Sri Lanka, Sultanate of Oman, Malaysia and Nepal in manpower development to meet their needs in healthcare sector. The Economist described Manipal as the most well known of Indian Universities for internationalization. With over 3000 international students pursuing full time programs and over a thousand for semester abroad, student exchange and immersion programs, Manipal University has the largest overseas student body in the country in professional education.

Students and faculty make the best use of platforms created for them to showcase their talent. Voluntary Services Organization (VSO) of the University primes students to societal needs and I am proud of their commitment to and involvement in various service projects identified by them.

Manipal Marathon organized this year was a huge success with more than 6000 runners and we believe that this will be an annual event every February.
There were high visibility events this year like the TED Talks and campus visits of our distinguished alumni, some of whom are CEOs of Fortune 100 companies.

New Projects

These are the shapes of edifices to come! All the projects are underway and are slated for completion in the next 12 months.

New Projects

With as many as 14 new projects initiated during the year, the immediate needs of most of the institutions are being met.

MU Leadership

I am fortunate to have the unconditional support of the Academic Senate, Board of Management, Finance Committee and the administrative and academic leaders of the University.
These men and women of steel and integrity are the pillars on which the University’s reputation rests. They are the ones providing the horsepower to the galloping juggernaut.

The external advisory groups, industry representatives on Boards of Studies and our own executives from corporate office have been of immense help to me. I count on them for their assistance, guidance and direction in the years to come.

When we reflect on the first phase of the journey, we seem to have met most of our targets and reached all the milestones. From now on, it gets interesting and even exciting. We are aiming to be one of the 10 private universities in the country to be recognized as a World Class University or a University of Eminence, which is a part of Government of India’s agenda on Higher Education.

In conclusion, I congratulate all the graduates and thank the parents for the trust reposed in Manipal. I sincerely hope that we have met your expectations. Thank you.
Introduction of Chief Guest

Dr Joanna Flynn AM is a general practitioner who has been involved in medical regulation for more than 25 years.

She is the Chair of the Medical Board of Australia, and has been holding this position since the national registration was introduced in 2010. Prior to the National Scheme, Dr Flynn was the youngest person appointed to the Medical Practitioners Board of Victoria in 1989, and was the first female president for both that Board and the Australian Medical Council. She has been a member of the Management Committee of the International Association of Medical Regulatory Authorities since 2012.

She is the Chair of the Board of Eastern Health, one of Melbourne’s largest metropolitan public hospitals, and a board member of Ambulance Victoria.

Dr Flynn chaired the Postgraduate Medical Council of Victoria and has held various positions with the Royal Australian College of General Practitioners.

In 2012, she was appointed Chair of the Independent Advisory Council for the Personally Controlled Electronic Health Record (PCEHR).

In 2015, she was a member of the Royal Australasian College of Surgeons’ Expert Advisory Group into Discrimination, Bullying and Sexual Harassment and of the Australian Health Minister’s Advisory Council’s Expert Advisory Panel for the Review of Medical Intern Training.

Dr Flynn was made a Member of the Order of Australia for services to medical administration and community. In 2012, the University of Melbourne conferred her with an honorary doctorate of Medical Science, and in 2015, she received the Woman in Medicine award from the Australian Medical Association.
Chancellor, distinguished guests, graduands, ladies and gentlemen:

I am honoured to be invited to address you on this very important occasion, a most significant and memorable day for those of you who are graduating. Congratulations to each and every one of you. You have worked hard to get here. I am sure there were times when you wondered if you would make it. You have. Now, I hope that you are able to sit back and enjoy the acknowledgement and praise, to reflect with a sense of pride and achievement.

And congratulations to your family and friends who have supported and encouraged you along the way; especially those who are here with you today. I hope you too are enjoying the celebrations and that you know how important your support has been. But do not go away yet. These new graduates will continue to need your support as they establish their professional careers as doctors, physiotherapists and speech and language pathologists, or as practitioners, teachers and researchers.

To your teachers, mentors and role models and all those who through this University and its affiliated institutions have guided and inspired you, congratulations to all of you. I am sure those who are graduating today would like me to acknowledge and thank you, and I know you must be very proud of them.

This University has an enviable international reputation. It attracts students from all over the world and its alumni are represented in prestigious institutions across the globe.

I am very conscious of the honour your Chancellor has bestowed upon me by inviting me to be the Chief Guest at this convocation. I come from a country which is twice the size of India, but has only 24 million people i.e., a tiny fraction of your population. However, about half a million people in Australia are of Indian origin, and among these, there are a great many doctors in all fields of medicine, including graduates of this University. These doctors are part of an increasingly mobile medical workforce and they enrich our profession in Australia.

I am a member of the Management Committee of the International Association of Medical Regulation Authorities, IAMRA. The Karnataka Medical Council is a member of IAMRA and Manipal University is a partner. IAMRA’s vision is that everyone around the world is treated and cared for by safe and competent doctors. IAMRA works to support medical regulatory authorities
to fulfil their mandate – to protect, promote and maintain the health and safety of the public by ensuring proper standards for the profession of medicine. Its role is increasingly important, as both doctors and patients become more mobile. We need to work towards common standards of practice and common pathways for international recognition of qualifications.

As you graduate today, the opportunities which will arise for you are boundless. You will join the global workforce of 21st Century health professionals ready for anything. Maybe you have a clear idea of your future direction. Maybe you are just happy to have reached this milestone. Either way, I suspect your career will develop in ways we cannot yet imagine.

Our world is changing so fast, driven by changes in society, technology, climate, environment and new developments in medicine and science. So how are you going to make your way in this changing world? How will you ensure that you are able to adapt and respond? What of your current knowledge will endure and what will become outdated or disproven? What will emerge that we cannot yet foresee? How will you recognise and discern truth and distinguish it from pseudo-science and populism? Will you be able to let go of old ways and incorporate new ones? And most importantly, how will you work with your patients to achieve the best possible health and well-being? Patient expectations are changing so rapidly in many societies, and that will be a really important challenge for you all. If you want to know more about how rapidly this is evolving, I recommend you read a book by Eric Topol, a US cardiologist called The patient will see you now. He talks about how technology will place data in patients’ hands leading to the democratisation of medicine and an end to paternalism.

It is now 40 years since I graduated in medicine. It has been a fantastic career so far. I have learned so much from my colleagues and more from my patients. I am part of a profession that can be truly noble, a profession that puts itself in the service of others and continually strives to improve, that shows incredible commitment to education and research, to supporting our colleagues – particularly those who are struggling, that holds and exemplifies some enduring professional qualities which remain firm across decades, centuries and continents. I will talk some more about these qualities later.

Much of what I was taught in medical school 40 years ago is no longer believed, no longer true. There were no MRIs, CTs, PET scanners and genomics. No laparoscopic or robotic surgery, no coronary angioplasties or stents. Many classes of drugs had not been invented. I was taught that peptic ulcers were due to stress and diet. This was turned on its head in 1982 when two Australian scientists, Barry Marshall and Robin Warren, identified the helicobacter pylori bacterium and its role in gastritis and peptic ulcers which are now treated with antibiotics. There were no online journals or databases and electronic records. No handheld devices and digital technology. There still was smallpox in many countries. Hepatitis C had not been discovered. It was called “non-A, non-B hepatitis.” We thought cardiac failure should be treated by bedrest. And we did not realise how important hand hygiene is in reducing infection in hospitals.

I want to focus on hand hygiene for a couple of reasons. Firstly, it is something very simple. It is relevant in every patient encounter, every day, everywhere around the world. And secondly because, I think it is profoundly important in what it tells us about some of the flaws in the culture of medicine, about how a significant proportion of doctors resist change and resist following evidence based protocols and guidelines. Reflecting on why they do this is important.

The World Health Organisation (WHO) reports that healthcare associated infections are the most frequent adverse event in healthcare affecting one in every 14 patients admitted to hospitals and hundreds of millions of people around the world each year. These infections can be very serious, sometimes fatal and are becoming more serious with rising antimicrobial resistance. Most are preventable through good hand hygiene. Hospitals which improve their hand hygiene rates can show dramatic falls in the rates of infection. The evidence is clear.

In Australia, doctors are always the worst performers in audits of hand hygiene. 2016 national data show compliance rates of 72 percent for doctors, 83 percent for allied health practitioners and 87 percent for nurses and midwives. Dentists were best performers at 95 percent. From what I have been able to read, the same problems occur in India.

This troubles me. I do not understand why it is so hard to get doctors to follow the evidence based protocols for hand hygiene, or indeed any protocols and checklists
which are proven to improve patient safety. And I find it sad because in 1847 in Vienna, a doctor, Dr Ignaz Semmelweis discovered that the incidence of puerperal fever - that is infection of the mother after delivery, which at the time was often fatal - could be significantly reduced by hand disinfection. He discovered this in a hospital where wards run by doctors had three times the mortality of wards run by midwives. His findings were not taken up at the time and some of his colleagues were offended by the suggestion that they should wash their hands. And their patients went on getting infections and dying.

Is this still the problem? Are some doctors still offended when someone else tells them they could do better, should do something differently? It is not that doctors do not know the evidence, do not know what they should do. So, why is it? Maybe the ones who do not wash their hands are too busy, maybe they are too important, maybe they have forgotten that a profession held in such high esteem, given high status and rewards, has equally high responsibilities in return. We doctors think of ourselves as leaders, so we need to lead, to demonstrate our commitment to high standards. We need to step up and play our part in reducing the burden of adverse events in world where the WHO estimates that one in ten patients around the world are actually harmed whilst they are in hospital, and 20 to 40 percent of health spending is wasted due to poor quality care. Doctors cannot fix these issues on their own, but no one else can fix them without us. All doctors need to be fully engaged in finding and implementing the solutions, in holding themselves and their colleagues to account and in being professional.

What does it mean to be a professional? To practise a profession? What are the strengths of the medical profession, the values that endure and will guide you as you chart your course in a changing world?

I want to suggest five qualities and five values to you that will hold you in good stead. I have chosen these five based on my own experience as a family doctor, which has shown me what matters to patients, on my experience as a medical educator trying to distil what is important to convey to those I teach and most significantly on my experience in medical regulation, as a member of the Medical Board, dealing with complaints and the devastating impact on patients when doctors do not live up to their professional responsibilities. Though I come from a long way away, I believe there are some universal truths about what makes a good doctor and a good health practitioner; so I offer you these perspectives.

Firstly, I want you to think about trust. Trust underpins the relationship between patients and their doctors and other health practitioners.

We cannot take this trust for granted, particularly in the light of the widespread decrease in trust in the institutions of government, business, media and non-government organisations as reported in the 2017 Edelman Trust Barometer. This was based on a survey across 28 countries, including both India and Australia, involving 30,000 respondents. It showed the largest ever drop in trust in the 17 years of the survey. We are in a world where an increasing proportion of people do not value science or professional technical expertise and form their views based on what trending on social media.

About a decade ago Professor Rosamund Rhodes, a New York based professor of medical ethics wrote, “Patients and society rely on medicine to be trustworthy. Patients do trust because a history of doctors acting for their patients’ good has made medicine trustworthy.” Fortunately, for the most part this is still true.

Think about when you go to see a doctor for yourself or with someone you love, your parent or child. You need to feel confident that the doctor knows what she or he is doing and will act in your best interests’, that the doctor will never place their own personal interests above those of their patients and that they will not exploit the trust placed in them.

What underpins that trust? Is it always well founded? How can you ensure that as a practitioner you merit that trust? That you are trustworthy? Keep thinking about what you need to do to ensure your patients can place their trust in you. And as you do that, think about what happens when patients no longer trust their doctors. They will be more anxious, more uncertain, less likely to be open about their symptoms and concerns and less likely to believe what you say or follow your advice. And think of the damage done to the reputation and integrity of the whole profession when individual doctors exploit trust by financial or sexual abuse, by pursuing fake or shonky treatments, by corruption and kickbacks, by falsifying research or just by being incompetent or lazy, callous or disrespectful.
Studies in many different countries show that patients tend to trust their own doctor more than doctors in general. This is good because it shows the importance of the doctor-patient relationship. But it is a risk because the greater the trust, the greater the risk that an unscrupulous practitioner may target the patient.

This may cause untold damage to individual patients who do not get the care they need and whose capacity to seek care in the future is forever restricted because they no longer trust. Do not ever underestimate the importance of that trust and the reciprocal responsibility all of us have to be trustworthy. It is easy to lose and difficult to earn.

Secondly, I urge you to strive for excellence. Be curious about what things mean, why things happen. Be constantly alert to what is possible, what you can achieve, what is best for your patients, how to improve the system and the place you are working in, how to be a great team member and a great leader.

Thirdly, accountability. As professionals, we must be responsible for our actions, be prepared to explain what we are doing and why, be open to being questioned, hold ourselves to standards and justify our actions. We need to contribute to our profession to ensure that our practice and teaching develop as new knowledge emerges, that new evidence is taken up and incorporated.

The fourth quality is respect. We must treat all people with respect, recognising their intrinsic dignity and worth - our patients and their families, our colleagues and co-workers, our students and our teachers. There is no place for bullying, patronizing, demeaning, discounting or abusing any of these people. Particularly when working with patients, we must recognize and acknowledge where the person is coming from, what matters to them, what they think is important, what they understand and what they fear and what they expect. To do that is to be truly patient-centred. If you can start with reaching out to understand your patient’s perspectives and needs, you will be able to work in any community, anywhere in the world.

And the fifth quality that I commend to you is humility; not in the sense of denial of your own worth or falsely discounting what you know and can do, but in the sense of being open, of being prepared to doubt yourself, to ask questions, to seek advice, to recognize that others may know more than you do about what is going on or what needs to happen or the best way to do something.

So, humility as the opposite of narcissism, as the antidote to getting too carried away with your own importance. Humility as described in this quote from Mahatma Gandhi, “It is unwise to be too sure of one’s own wisdom. It is healthy to be reminded that the strongest might weaken and the wisest might err.” Or as Rene Descartes, the 17th Century French philosopher who is regarded as the father of modern western philosophy said, “Doubt is the origin of wisdom.”

These then are the five qualities – trustworthiness, excellence, accountability, respect and humility. If you play around with the order by reversing the first and last you have HEART. Heart; that is what I most commend to you. Practice your profession with heart. Along with bringing your mind to you work, bring your heart and soul. You will enjoy your work more, and you will be better at it.

In concluding, I thank your Chancellor, Dr Pai, for the giving me the privilege of visiting your University and addressing you today, and I thank Dr Prabhu, the Dean of Kasturba Medical College, and all the staff for the care and attention which has gone into making my visit so memorable.

And my last message is to you – the new graduates. Carry the pride that you feel today, the pride that your family and friends feel, the pride that your University has in you, out into the world and show us what you can do. I welcome you to the global community of healthcare professionals and wish you every success.

Presentation of memento by Dr H S Ballal, Pro Chancellor, Manipal University to the Chief Guest
### Conferring the Degrees

#### PhD Awards

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PhD Awards

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Dr TMA Pai Gold Medal 2015-16

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Convocation Facts and Figures

Dr Vinod Thomas, Registrar Evaluation, MU Manipal delivering the facts and figures

MAY 2017 CONVOCATION

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Administration of Oath

Common Oath by Graduates

“As a graduating student at Manipal University,
I Shall follow the code of Scientific professional ethics,
Maintain integrity in research
Uphold the course of science
Respect the dignity of the human being
Endeavour to be objective in my judgement and
Strive for the enrichment of human values and thoughts”
Vote of Thanks

Dr Dilip G Naik, Dean, Manipal College of Dental Sciences, Mangaluru

Distinguished dignitaries on and off the dais, esteemed guests, ladies and gentlemen;

As the curtains are drawn on the 24th Convocation, we owe the success of today’s occasion to the helpfulness, participation and encouragement in large measures from many, and the simplest way to show our appreciation is to simply tell them.

So, I begin by expressing our deep gratitude to Dr Joanna Flynn AM, Chair, Medical Board of Australia. Madam, your gracious presence and scholarly convocation address added lustre to this important academic function. We sincerely thank you Madam.

I keep on record our indebtedness to our respected Chancellor Dr Ramdas M Pai for his dynamic leadership, unstinted support and constant encouragement in all the activities of our University. Also, we are grateful to the first lady Mrs Vasanti R Pai for constantly supporting us in all our endeavours. I would also like to express our deep sense of appreciation to Dr Ranjan Pai, CEO of Manipal Education and Medical Group International (MEMG) for his constant inputs and guidance. We also thank all the members of the Pai family for their support and presence here today.

Respected sirs, please permit me today to deviate from the standard protocol while thanking our guests. Dear graduates, it is your day. Thank you very much for your presence in large numbers. Special thanks to all the parents too.

Permit me to mention our appreciation to Pro Chancellor, Dr H S Ballal, who has been a constant source of support, a pillar of strength and for conducting this convocation in an impeccable manner. I also thank Mrs Indira Ballal for her presence.

We express our gratefulness to our Vice Chancellor, Dr H Vinod Bhat for strengthening the academic and research activities of our university and presenting the overview. We also thank Mrs Parvathi Bhat for her presence.

We offer our sincere thanks to Pro Vice Chancellor, Dr V Surendra Shetty for delivering the welcome address. We also thank Mrs Bharathi Shetty for her presence.
Special thanks to Dr Poornima Baliga, Pro Vice Chancellor (Health Sciences) and Dr G K Prabhu, Pro Vice Chancellor (Technology and Management) for their presence. We also thank Mrs Malini Prabhu for her presence.

Let me express my gratitude to our Registrar, Dr Narayan Sabhahit for administering the oath. I also thank Prof Jayalakshmi Sabhahit for her presence.

I thank Dr Vinod Thomas, Registrar – Evaluation, for presenting the facts and figures of the graduates.

I thank Dr Suma Nair, Director, Student Affairs for presenting the graduates for gold medals.

I thank Dr Shymala Hande, Deputy Registrar (Academics) for presenting the scholars for PhD’s.

A special thanks to Dr M V Prabhu, Dean, KMC, Mangalore for introducing the chief guest.

We also recognize the presence of benefactors and well-wishers of Manipal and thank them for their presence today.

We are happy to express our gratitude to members of the Board of Management, Academic Senate, officials from Manipal Group of Institutions, associated hospitals and organizations both from India and abroad for their support in the university activities and their presence today.

I also wish to place on record our thanks and appreciation to all the Heads of Institutions, University officials, and faculty members for their support and presence.

All the members of Press and Electronic media richly deserve our special gratitude for their presence in this ceremony.

Special thanks to our Masters of Ceremony, Dr Ashwin Rai from KMC Mangalore, and Dr Nandita Shenoy from Manipal College of Dental Sciences, Mangalore and Mr Raghavendra Acharya and team for their invocation.

We have been fortunate to have a team of motivated and dedicated colleagues of our University who were responsible for the logistic support in conducting this event successfully. Thank you one and all.

Dr H S Ballal, Pro Chancellor, Manipal University declared the Convocation closed

Masters of Ceremonies

Dr Nandita Shenoy, Asssociate Professor, Oral Medicine and Radiology, MCODS, Mangaluru
Dr Ashwin R Rai, Assistant Professor, Dept of Anatomy, KMC, Mangaluru
Convocation 2017