Health for all

Reflections

Hans Hospital, Haridwar | Hans Hospital, Satpuli | Hans Clinic, Kotdwar

Welcome to the March edition of our Employee Newsletter,

where we bring you the latest happenings, important updates, and exciting news from our hospital group. We hope you'll find it enjoyable and informative.

Let's welcome April as it brings with it a sense of rejuvenation and renewal. It's a time of blooming flowers, warmer weather, and longer days.

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March 2024

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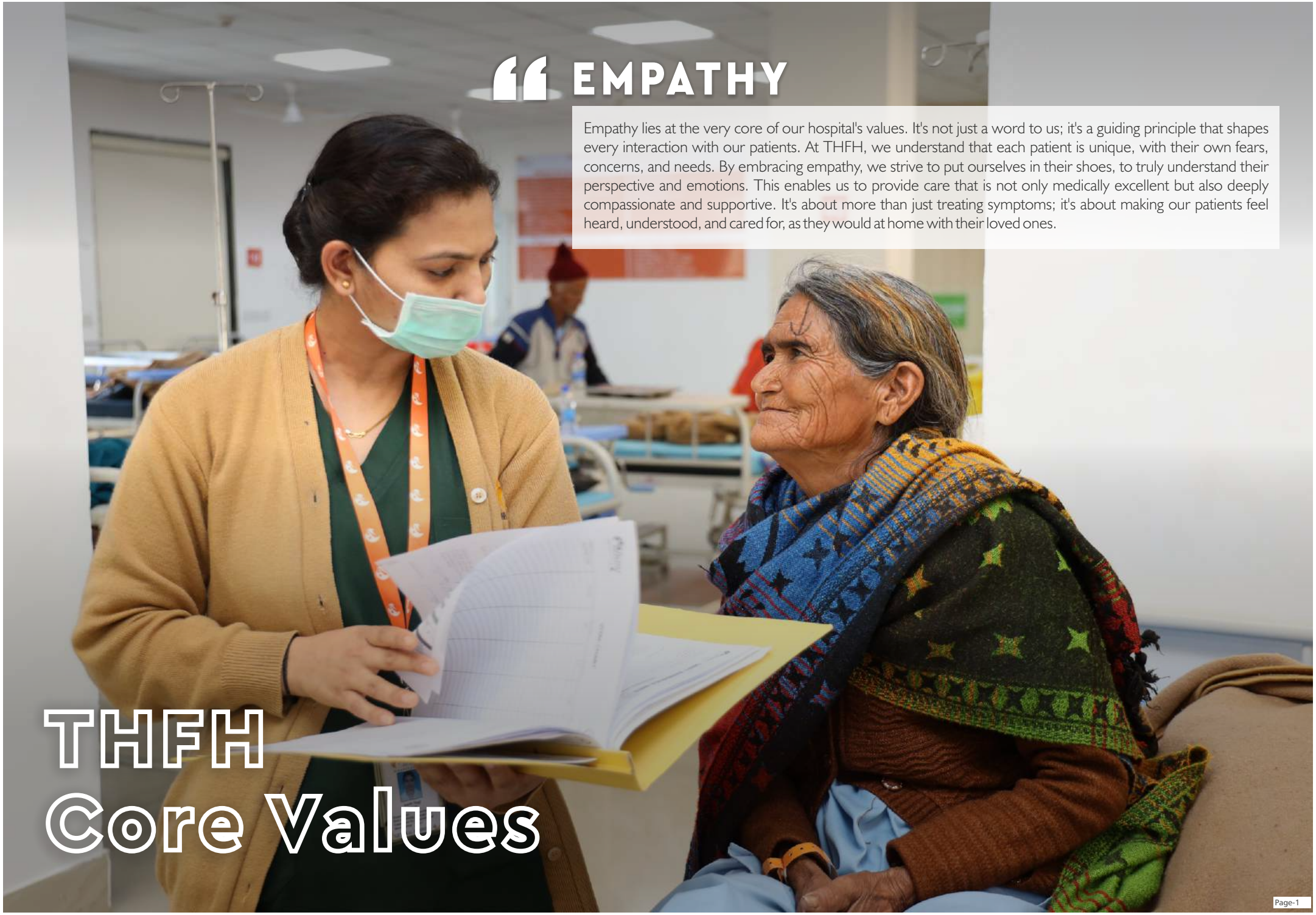


EMPATHY

Empathy lies at the very core of our hospital's values. It's not just a word to us; it's a guiding principle that shapes every interaction with our patients. At THFH, we understand that each patient is unique, with their own fears, concerns, and needs. By embracing empathy, we strive to put ourselves in their shoes, to truly understand their perspective and emotions. This enables us to provide care that is not only medically excellent but also deeply compassionate and supportive. It's about more than just treating symptoms; it's about making our patients feel heard, understood, and cared for, as they would at home with their loved ones.

THFH Core Values

Operational & Clinical Highlights

Hans Hospital, Haridwar

18,515
TOTAL OPD
Ophthalmology : 17,242
ENT : 1,273

1,411
SURGERIES

Ophthalmology Surgeries : 1,411

ENT Surgeries : 0

Hans Haridwar's **15 ENT surgeries** performed at Satpuli. These surgeries are not added in Hans Haridwar surgeries.

99%
PHACO SURGERIES THIS MONTH & 1% SICS

36 minutes
STAY TIME OF APPOINTMENT PATIENTS IN THE HOSPITAL

40%
NEW PATIENT% THIS MONTH
Painless surgery has considerably impacted the patient experience.

4,163
OPTICAL DISPENSING THIS MONTH

83%
OPTICAL CONVERSION% THIS MONTH

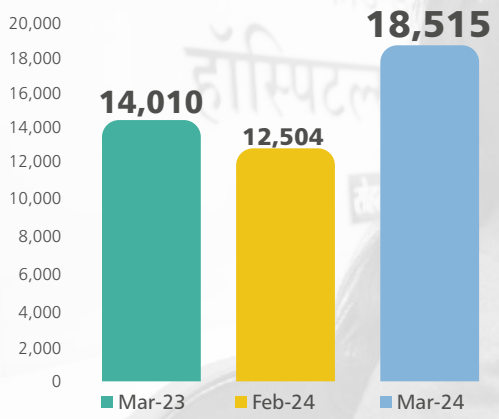
10,705
PHARMACY DISPENSING THIS MONTH

61%
PHARMACY CONVERSION% THIS MONTH

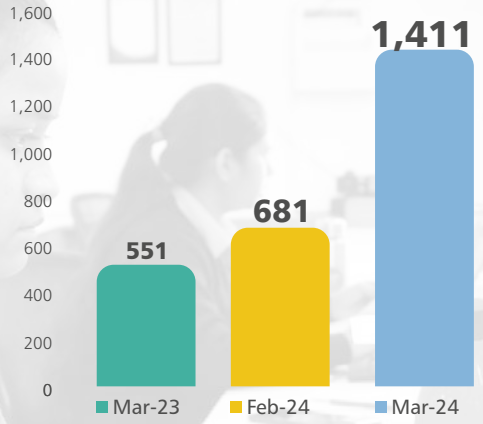
Comparative Performance Analysis

Hans Hospital, Haridwar

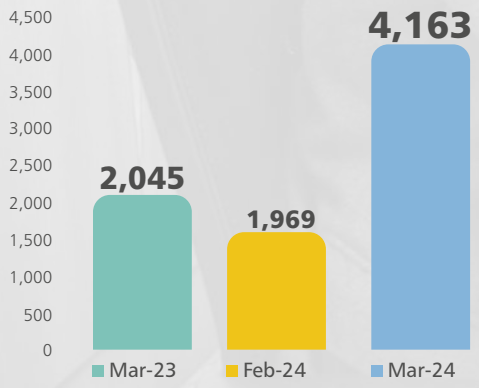
OPD



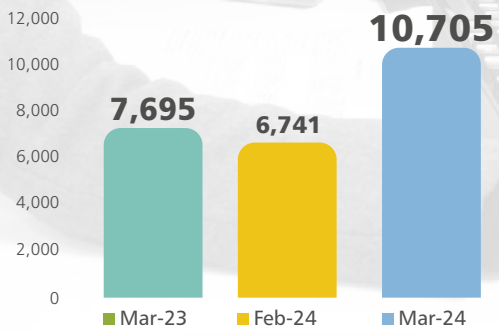
SURGERIES



OPTICALS DISPENSED



PHARMACY DISPENSED



Operational & Clinical Highlights

Hans Hospital, Satpuli

11,916
TOTAL OPD

Opthalmology : 3,014
Internal Medicine : 1,661
General Surgery : 775
Orthopedics : 739
Obs & Gyna : 413
Dental : 377
Paedtrics : 218
ENT : 259
Outreach : 4,460

1,525
SURGERIES

Ophthalmology : 1,390
General Surgery : 84
Orthopedics : 6
Obs & Gynae : 21
ENT : 24

2,174
RADIOLOGY

X-Ray : 1,328
ULTRASOUND : 633
CT-SCAN : 213

68%
NEW PATIENT% THIS MONTH

Painless surgery has considerably impacted the patient experience.

2,124
TOTAL ADMISSIONS

Ophthalmology : 1,757
General Surgery : 112
Internal Medicine : 123
Orthopedics : 33
Obstetrics Gynaecology : 39
Pediatrics :14
ENT : 46

235
EMERGENCY FOOTFALLS

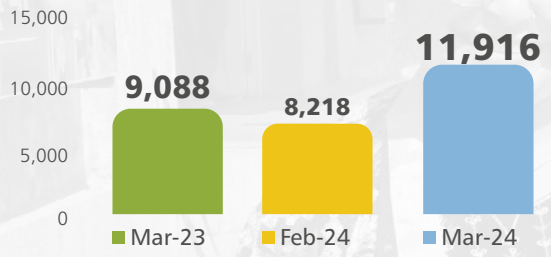
172
DIALYSIS

10
TOTAL DELIVERIES

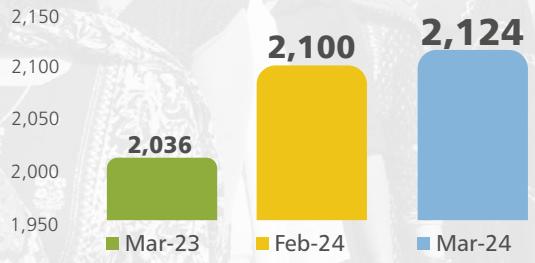
Comparative Performance Analysis

Hans Hospital, Satpuli

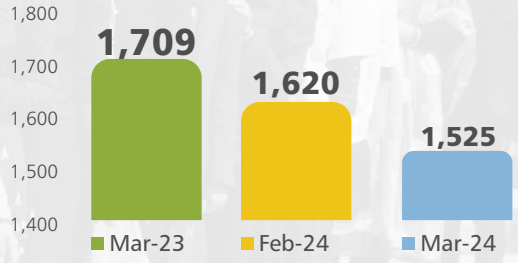
OPD



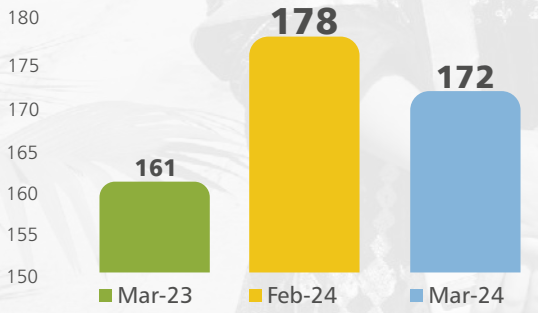
ADMISSIONS



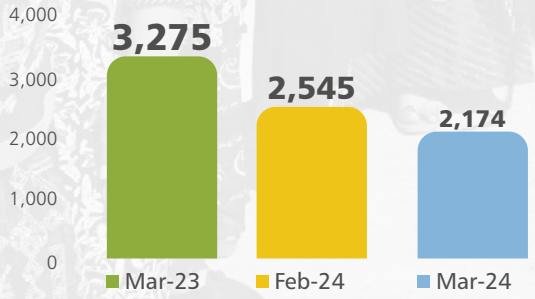
SURGERIES



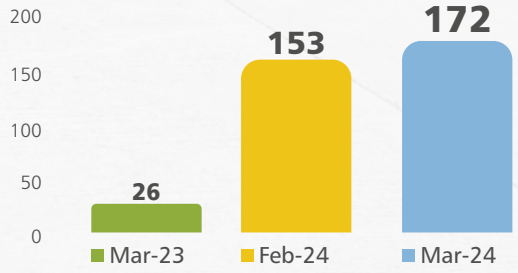
AVERAGE DAILY OCCUPIED BEDS



RADIOLOGY INVESTIGATIONS



DIALYSIS



Operational & Clinical Highlights

Hans Hospital, Kotdwar

4,439
TOTAL OPD
Opthalmology : 3,267
ENT : 433
General Surgery : 22
General Medicine : 717

317
SURGERIES
Opthalmology : 294
ENT :12
General Surgery : 11

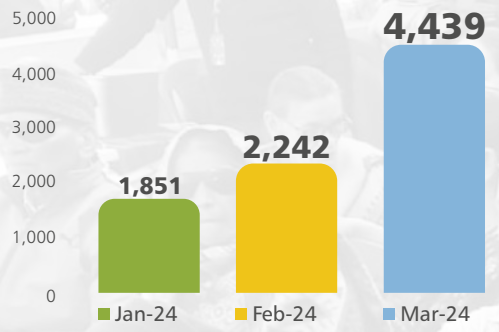
3,095
PHARMACY DISPENSING THIS MONTH

1,293
OPTICAL DISPENSING THIS MONTH

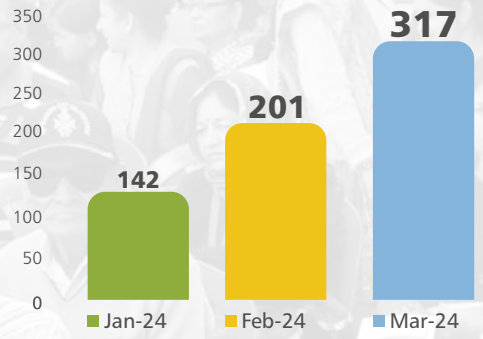
Comparative Performance Analysis

Hans Hospital, Kotdwar

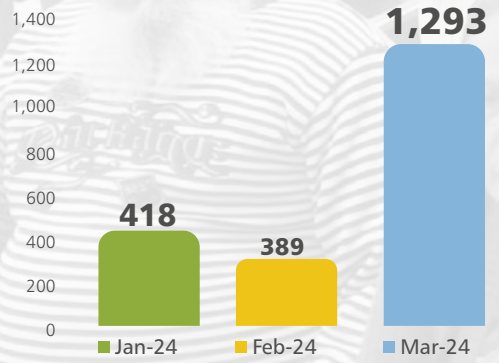
OPD



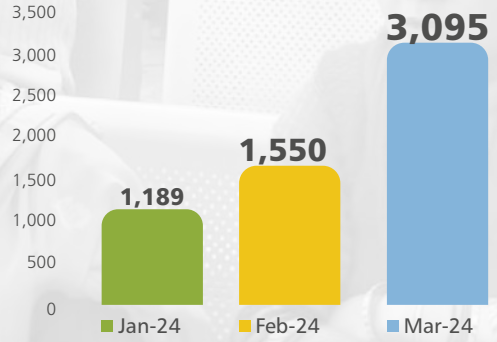
SURGERIES



OPTICALS DISPENSED



PHARMACY DISPENSED



Celebrating Milestones

'RECORD HIGH AT HANS HOSPITAL, HARIDWAR'

OPDs - 18515, Surgeries - 1411

At the Haridwar unit, March 2024 witnessed a remarkable milestone as we recorded the highest number of OPDs and Surgeries ever performed in a single month. This achievement signifies not just a numerical feat, but also the profound impact on the lives of countless individuals. It's a tribute to the collaborative effort of our entire team, from clinicians and OT staff to nurses, outreach teams, operations personnel, and all support staff. We extend our heartfelt gratitude to each contributor for their unwavering dedication and commitment, which made this milestone possible. While we celebrate this achievement, we remain mindful that it marks only the beginning of our journey towards even greater accomplishments. Here's to the spirit of teamwork and continued success! Cheers!

Patient Story of Triumph

Eye Department - Hans Hospital, Haridwar

SURGERY : EVISCERATION WITH IMPLANT ARTIFICIAL EYE

BEFORE AFTER

Arun Kumar, aged 33 Male, presented with a complaint of a painful blind Right eye at Hans Hospital, Bahadrabad Haridwar. Upon examination **by Dr. Sneha (our experience Eye surgeon)**, the patient was diagnosed with perforated corneal ulcer which had resulted in profuse bleeding, aggravating the severity of the condition. Given the critical nature of patient's condition, **Dr. Sneha Dixit, recommended immediate evisceration with implantation as the optimal course of action.**

Evisceration involves the removal of the contents of the eye while preserving the outer shell, followed by the placement of an ocular implant to maintain the structural integrity of the eye socket. On **17 Feb 2024, Dr. Sneha Dixit performed the evisceration procedure with implantation on the patient. Following the successful surgery, Mr. Arun underwent a period of postoperative care and observation to monitor his recovery progress.**

One month after the surgery, an **artificial eye** was placed to restore the aesthetic appearance of the affected eye and enhance Mr. Arun overall quality of life. The patient responded positively to the treatment, experiencing relief from pain and achieving great satisfaction with the outcome of the intervention.

MATURE CATARACT SURGERY

BEFORE AFTER

HIGHLIGHT DEAF AND DUMB

A 53-year-old women patient, deaf and mute since childhood, arrived at the hospital with a long-standing complaint of dim vision, which had greatly affected her quality of life. Dr. Sneha Singh Dixit, our skilled eye surgeon, diagnosed hypermature cataracts in both her eyes and recommended cataract surgery. The patient underwent sequential surgery on both eyes and experienced an immediate improvement in vision. This simple procedure transformed her life, restoring her ability to see clearly and offering a new found sense of independence and joy.

Employee Spotlight

Recognizing Our Healthcare Heroes

Dr. Shilpi Sharma

a dedicated Medical Officer at Hans Hospitals in Satpuli, has a rich professional journey marked by a commitment to learning and service.

HER PROFESSIONAL JOURNEY

Dr. Shilpi stumbled into her medical career unexpectedly, as she sees it as a chance encounter that blossomed into a rewarding calling focused on helping others. After finishing her **Jrship at DDU Delhi, she worked at Manipal Hospital and later at HIMS, Jolly Grant. She's been with us for nearly 2 years now.** Reflecting on her experiences at THFH, **Dr. Shilpi appreciates the organization's diverse initiatives, not only in providing healthcare services in challenging environments but also in fostering a sense of community and enacting social change.**

HER FAMILY holds a significant place in her life, comprising **herself, her grandparents, parents, and a beloved rescued dog, alongside her elder sister, a Data Analyst at TCS, and her younger sister, an aspiring advocate.**

Her favourite food is a comforting plate of authentic pasta, while her preferred retreat is the picturesque

OUR TRUE HERO

Dr. Shilpi draws inspiration from the **late Kalpana Chawla** and finds **current motivation in the philanthropic endeavours of Ratan Tata Ji,** though her enduring source of inspiration remains her grandmother. In her leisure time, she finds joy in nurturing new plants, collecting postcards, delving into books, and tuning into podcasts.

When questioned about **HER PROUDEST MOMENT IN LIFE**,
Dr. Shilpi recounted the heart-warming experience of **rescuing a newborn baby she discovered in a garbage bin during a walk in the park.** Her swift action ensured the infant's safety and subsequent placement in a nurturing environment. Despite this significant achievement, **Dr. Shilpi remains humble, believing that there are still many more proud moments awaiting her in the future.**

Shining Stars

March

Shrishti

Executive (HR)
Hans Hospitals, Haridwar

Shrishti embarked on her journey with us five years ago as an HR Intern at the Haridwar unit. Within a year of diligent training, she earned a promotion to the Executive position. Renowned for her impeccable fashion sense and sweet temperament, Shrishti is always ready to lend a helping hand and is committed to continuous learning and personal growth. As an integral member of the HR team, she brings invaluable expertise and enthusiasm to her role, contributing significantly to our organization's success.

Shalini

Assistant Manager (Operations)
Hans Hospitals, Satpuli

Shalini started her journey with us in November 2020 as an Executive in Front Office & Billing at GH. In 2021, she transferred to our Haridwar unit, continuing her role in Front Office & Billing. After 6 months, she returned to Satpuli, transitioning to the Counseling department. Currently, she serves as an Assistant Manager, overseeing operations in the GOG department. Shalini's dedication and upbeat demeanor make her a valued member of our team, contributing positively to our workplace environment.

Congratulations to Shalini and Shrishti for being chosen as our Shining Stars!

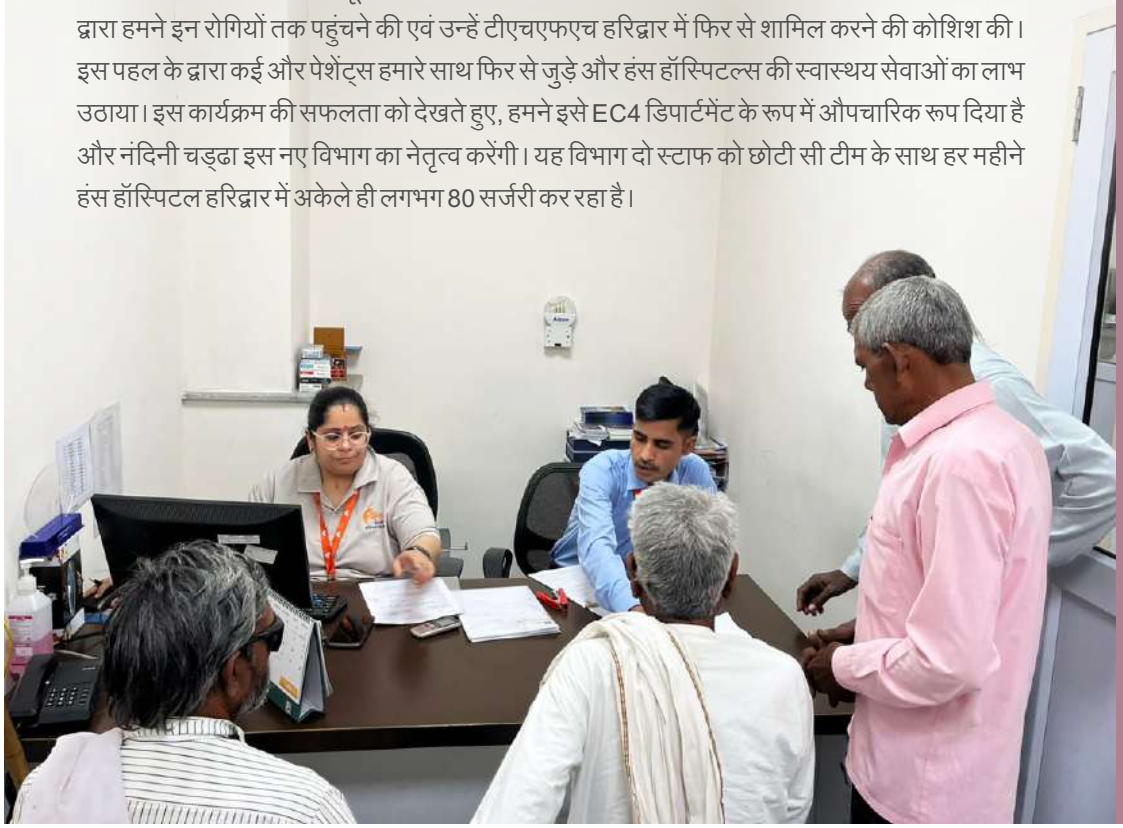
Your dedication, hard work, and positive attitudes have truly set you apart. W ishing you continued success & many more achievements in your bright futures ahead.
Keep shining!

Department Showcase

Unveiling the Distinctive Achievements and challenges

EC 4 डिपार्टमेंट

दो महीने पहले हमने नंदिनी चड्ढा के नेतृव्त में एक पायलट कार्यक्रम की शुरुआत की थी। कार्यक्रम का उद्देश्य उन रोगियों की पहचान करना था जिन्हें EC1, 2, और 3 द्वारा निर्धारित उपचार या सर्जरी की आवश्यकता थी, फिर भी वे हमारे सिस्टम में मौजूदा कमियों के कारण हमारी सेवाओं का लाभ नहीं उठा पा रहे थे। कार्यक्रम के द्वारा हमने इन रोगियों तक पहुंचने की एवं उन्हें टीएचएफएच हरिद्वार में फिर से शामिल करने की कोशिश की। इस पहल के द्वारा कई और पेशेंट्स हमारे साथ फिर से जुड़े और हंस हॉस्पिटल्स की स्वास्थय सेवाओं का लाभ उठाया। इस कार्यक्रम की सफलता को देखते हुए, हमने इसे EC4 डिपार्टमेंट के रूप में औपचारिक रूप दिया है और नंदिनी चड्ढा इस नए विभाग का नेतृत्व करेंगी। यह विभाग दो स्टाफ को छोटी सी टीम के साथ हर महीने हंस हॉस्पिटल हरिद्वार में अकेले ही लगभग 80 सर्जरी कर रहा है।



NANDINI CHADHA
EC4 Incharge
Hans Hospitals, Haridwar

Community Engagement and Outreach:

Making a Difference Together

हंस हॉस्पिटल्स के आउटरीच प्रोग्राम के माध्यम से हम उन रोगियों तक पहुंच रहे हैं जिन्हें तत्काल स्वास्थ्य देखभाल की आवश्यकता है लेकिन वे स्वयं अस्पताल पहुंचने में असमर्थ हैं। वर्ष 2022 में, इस उद्देश्य को प्राप्त करने के लिए EC3 नाम से हरिद्वार आउटरीच टीम की स्थापना की गई।

उत्तराखंड और पश्चिम यूपी के दूर-दराज के इलाकों के गरीब जरूरतमंद मरीजों तक पहुंचने और उन्हें आवश्यक उपचार के लिए हरिद्वार अस्पताल लाने के लिए, हरिद्वार अस्पताल की हमारी तीन आउटरीच टीमें हर रोज प्रयास कर रही हैं।

ये टीमें उत्तराखंड और पश्चिम यूपी के विभिन्न स्थानों जैसे लक्सर, भगवानपुर, मंगलौर, लालढांग, श्यामपुर, रूड़की ग्रामीण, मुजफ्फरनगर, सहारनपुर, देवबंद, बिजनोर,आदि क्षेत्रों में प्रतिदिन नेत्र शिविर आयोजित करती हैं। आउटरीच कैम्प्स द्वारा अभी तक उत्तराखंड एवं पश्चिमी उत्तर प्रदेश में 1000 से अधिक स्वास्थ्य शिविर आयोजित किए गए हैं। शिविरों के माध्यम से 30,000 से अधिक लोगों को स्वास्थय लाभ दिया जा चुका है।

Life Beyond Work

Hans Hospital, Haridwar

Damini marked her 4th anniversary by taking a simple family outing with her husband and daughter, cherishing the love they shared amid laughter and joy.

Sanjay and Sarita, our Senior Optometrists duo, made their daughter Samridhi's second birthday memorable with a delightful celebration on March 8th, filled with laughter, balloons, and sweet memories to cherish.

Surender from OPD department celebrated his 10th anniversary intimately with his wife, surrounded by close family, relishing the bond they had nurtured over a decade of love and companionship.

Ankit embarked on a soulful journey to the Goarkh Ganga Tila Temple in Rajasthan on March 8th, seeking solace and spiritual connection amidst the ancient surroundings.

Congratulations to Damini, Ankit, Surrender, Sanjay, Sarita, and their loved ones on these joyous occasions! Wishing them continued happiness, love, and success in their journeys ahead.

Life Beyond Work

Hans Hospital, Satpuli

On March 21st, Saloni Gusain, a cherished member of the LDR staff, celebrated her birthday in a heartwarming manner. Starting her day with her colleagues at the hospital, they gathered around to share laughter and good wishes as Saloni cut the first cake of the day. Later, in the evening, she extended the celebration to her hostel, where she joyfully shared another cake with her hostel mates, creating lasting memories of friendship.

On March 16th, the nursing hostel buzzed with excitement as Akshita Dobriyal, a dedicated member of the ICU staff, celebrated her birthday with her dear friends. Later, Akshita was greeted with warm embraces and smiles as she celebrated with her beloved family members. Amidst the comforting familiarity of home, they showered her with love and affection, making her birthday truly unforgettable.

Congratulations to both Saloni Gusain and Akshita Dobriyal on their birthdays!
Wishing them joy, laughter, and many more wonderful moments ahead.

Life Beyond Work

Hans Hospital, Haridwar & Satpuli

WORLD OPTOMETRY DAY 23rd March 2024

Hans Hospital, Haridwar

Hans Hospital, Haridwar

BIRTHDAY CELEBRATIONS

HOLI CELEBRATION

Hans Hospital, Haridwar & Satpuli

INTERNATIONAL
8th March 2024
Women's Day
Celebration

Fun Facts and Trivia:

COMPLETE THIS QUIZ.

Q1. The average human being has a height of…?

Q2. How much blood does the average human being have?

Q3. Cartilage is a connective tissue that links what?

Q4. Which of the hepatitis variants is not bloodborne and can only be transmitted through oral contact with contaminated substances?

Q5. In what part of the human body can the strongest muscle be found?

Q6. What is the medical term for dizziness, which also served as the title for one of Alfred Hitchcock's movies?

Q7. Where can the smallest bone in the body be found?

Q8. What body part or organ uses more oxygen than every other part?

Q9. Using leeches to cure disease by sucking out a patient's blood was a practice known as…?

Q10. The medical condition that involves stinky feet is referred to as…? .

Answers-

1. 5 feet, 4 inches. 2. About 5 liters. 3.Joints and bones. 4. Hepatitis A.
5. The mouth (tongue) 6. Vertigo 7. In the ear 8. The brain
9. Bloodletting 10. Bromodosis

"YOUR **THIGH BONE** CAN RESIST **THOUSANDS OF POUNDS OF FORCE**"

WELCOME ABOARD

Hans Hospital, Satpuli & Hans Hospital, Haridwar

NEW JOINEES

SHIVANGI GIRI
Administration
Hans Hospital, Haridwar

PURNIMA RAHUVANSHI
HR
Hans Hospital, Satpuli

ASHIMA ARORA
HR
Hans Hospital, Haridwar

KUMUD KANWAL
Nursing
Hans Hospital, Satpuli

KAJAL
Nursing
Hans Hospital, Satpuli

Important Reminders and Updates

Hans Hospital, Satpuli & Hans Hospital, Haridwar

निम्नलिखित अपडेट 1 अप्रैल, 2024 से प्रभावी हो गए हैं -

1. काम के घंटों के दौरान कर्मचारियों द्वारा अपने निजी काम निपटाने की उभरती प्रवृत्ति -

कोई भी कर्मचारी बिना उचित अनुमति के काम के घंटों (लंच ब्रेक को छोड़कर) के दौरान अपने कार्यस्थल से अनुपस्थित पाया जाता है, तो उसे उस महीने के लिए 7 दिनों की बिना वेतन छुट्टी (एलडब्ल्यूपी) लेने के रूप में चिह्नित किया जाएगा।

2. THFH हरिद्वार में EC4 की स्थापना:

Ec4 विभाग उन सभी रोगियों की पहचान करेगा जिन्हें EC1, 2, और 3 द्वारा निर्धारित उपचार या सर्जरी की आवश्यकता थी, फिर भी वे हमारी सेवाओं का लाभ उठाने में असमर्थ थे, और यह सुनिश्चित करेगा कि उन्हें आवश्यक स्वास्थ्य देखभाल मिले।

3. सर्जरी प्रबंधन विभाग का गठन:

हम एक नया विभाग, सर्जरी प्रबंधन, स्थापित कर रहे हैं, जिसका काम सर्जिकल प्रक्रियाओं के निर्बाध संचालन को सुनिश्चित करने के लिए संबंधित विभागों (क्लिनिकल, नर्सिंग और ओटी टीमों) के बीच समन्वय की सुविधा प्रदान करना है।

4. संगठनात्मक आवश्यकताओं को ध्यान में रखते हुए, निम्नलिखित भूमिका परिवर्तन 1 अप्रैल, 2024 से प्रभावी होंगे:

- हीना अरोड़ा THFH हरिद्वार में EC2 और EC3 का नेतृत्व संभालेंगी।
- नंदिनी चड्ढा THFH हरिद्वार में EC1 और EC4 की जिम्मेदारी संभालेंगी।
- विमल भट्ट THFH हरिद्वार में ओपीडी प्रबंधन और अनुपालन की देखरेख करेंगे। इसके अतिरिक्त, वह दोनों इकाइयों में फ्रंट ऑफिस संचालन का प्रबंधन करना जारी रखेंगे।
- सेवा उत्कृष्टता और चिकित्सक संलग्नता के लिए अपनी मौजूदा जिम्मेदारियों के अलावा, गरिमा त्रिपाठी THFH हरिद्वार में सर्जरी प्रबंधन का नेतृत्व करेंगी।

Upcoming Events : Save the Dates

Hans Hospital, Satpuli & Hans Hospital, Haridwar

आयुष्मान भारत दिवस- 30 अप्रैल

आयुष्मान भारत दिवस 30 अप्रैल को मनाया जाता है। **"आयुष्मान भारत" देश के स्वास्थ्य क्षेत्र की सबसे व्यापक योजना है जिसे "मोदी-केयर" भी कहा जाता है**। यह योजना वित्त बजट 2018 में दो मुख्य स्तंभों के साथ शुरू की गई थी, पहला, देश में एक लाख स्वास्थ्य और वेलनेस सेंटर स्थापित करना और दूसरा, **10 करोड़ परिवारों को 5 लाख रुपये के स्वास्थ्य बीमा** कवर से जोड़ना, जो कि भारतीय है जनसंख्या का लगभग **40%** हिस्सा हैं। आयुष्मान भारत योजना (A.B.Y) में समाज के आदर्श वर्ग के लगभग 10 करोड़ परिवारों को 5 लाख रुपये का स्वास्थ्य बीमा लाभ दिया जा रहा है। वर्ष 2008 में भारत सरकार द्वारा राष्ट्रीय स्वास्थ्य बीमा योजना (एनएचबीवाई) को भी आयुष्मान भारत योजना में शामिल किया गया। हमें गर्व है की **हंस हॉस्पिटल्स अब तक लगभग 50,000 पेशेंट्स** को इस योजना का लाभ पहुँचा चुका है।

विशेष उज्जवल भविष्य परामर्श

पिछले साल **सतपुली हंस अस्पताल** में आयोजित **करियर काउंसलिंग सत्र** एक बड़ी सफलता थी, जिसमें **गढ़वाल क्षेत्र के कुल 12 स्कूलों के छात्रों** ने भाग लिया और प्रोफ़ेशनल करियर काउंसलर के साथ-साथ **हंस हॉस्पिटल के कर्मचारियों की करियर सलाह और प्रेरक मार्गदर्शन से लाभान्वित** हुए। इस वर्ष फिर से **29 अप्रैल को सतपुली अस्पताल में कैरियर काउंसलिंग सत्र** आयोजित किया गया है जिसमें 9वीं, 10वीं, 11वीं और 12वीं कक्षा के छात्र भाग लेंगे। हम इस वर्ष कार्यक्रम में और भी अधिक स्कूलों की भागीदारी की उम्मीद कर रहे हैं।

Newsletter Contest

It's an opportunity for employees who're reading this newsletter to answer the questions below and win interesting prizes.

Q1. What is the profession of Dr. Shilpi's elder sister?

Q2. Which surgeries were performed by Dr. Sneha Singh Dixit as mentioned in newsletter?

Q3. How many patients have been benefited by Ayushman Bharat scheme at THFH?

Q4. How many OPDs have been done by Hardwar Outreach team so far?

Q5. Where can the smallest bone in the body be found?

Q6. Which core organizational value of THFH is being discussed in this newsletter?

Q7. Which staff celebrated birthday on 16th March?

Q8. Which new departments are announced in Haridwar unit?

Q9. How many total surgeries performed in GH in March month?

Q10. Which temple visit was made by which staff?

Send your answers to Ankita Khamba via-
Email: ankita.khamba@thfhospitals.org
WhatsApp: 73109 59029

The first two correct entries will be selected as the winners.
The winners will be announced the day after Reflections is published.

Winner of the last month newsletter contest - **Nandini Chaddha (Haridwar)**

thank you!

Remember, this newsletter is a platform for us to connect, share, and celebrate the amazing work we do every day. If you have any suggestions, stories, or updates you'd like to see featured in future editions, please reach out to the newsletter team.

Thank you for your continued dedication and hard work. Together, we make a difference in the lives of our patients and our community.

Wishing you a fantastic April!

Best regards,

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