



Health for all

# Reflections

Hans Hospital, Haridwar | Hans Hospital, Satpuli

NOVEMBER 2024

## WELCOME TO THE NOVEMBER EDITION OF OUR EMPLOYEE NEWSLETTER, \* \* \*



As we enter the final stretch of the year, let's take a moment to appreciate all the hard work, growth, and achievements that have shaped our journey so far. This month, let's continue working together with the same passion and enthusiasm that defines our team. November is a time for reflection, collaboration, and looking forward to exciting opportunities. Together, let's make it another successful month as we head toward the year's end!

Here's to a productive and inspiring November!

Happy reading !



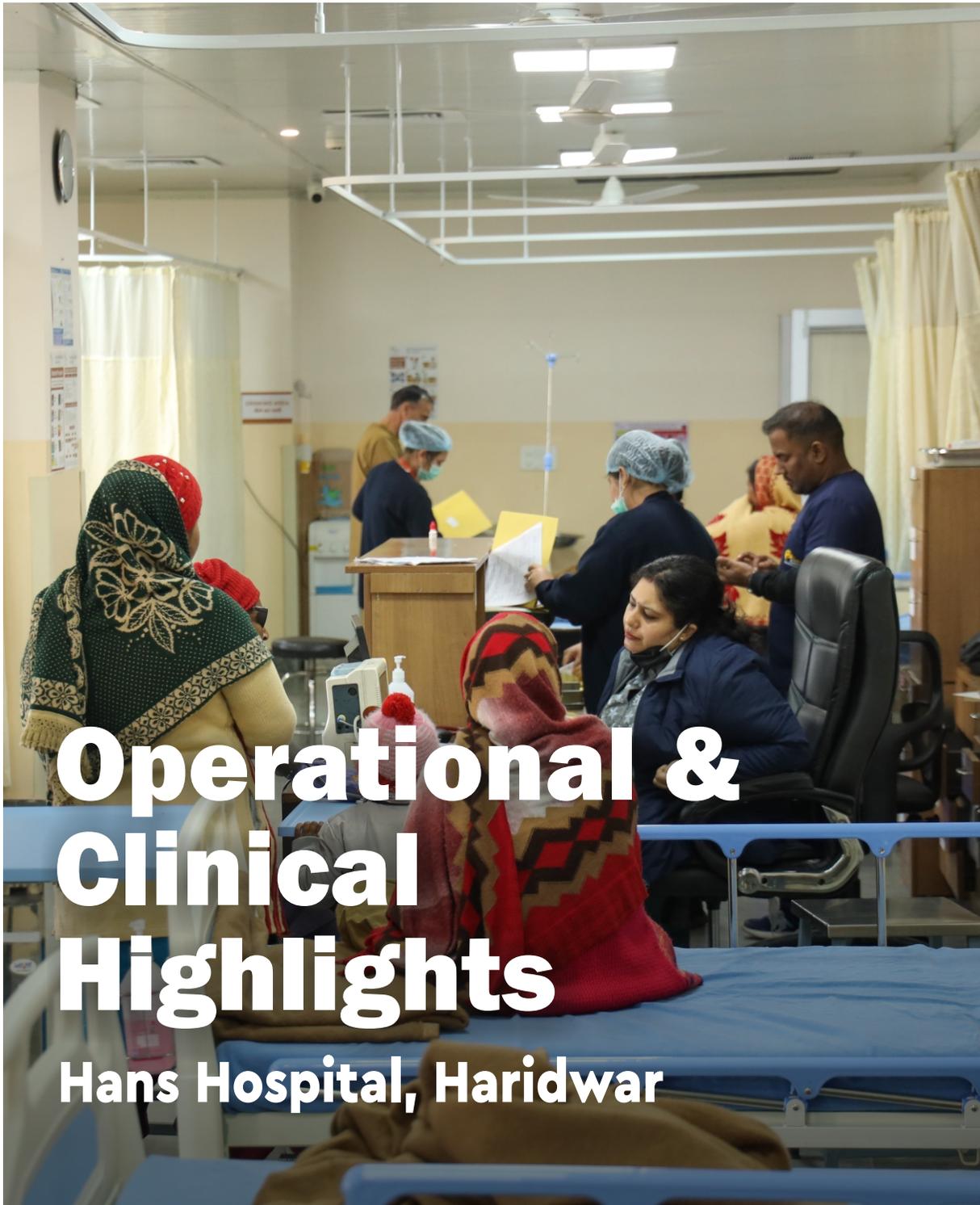
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# Operational & Clinical Highlights

## Hans Hospital, Haridwar

### 16,008

TOTAL OPD

Ophthalmology : 14,719  
ENT : 699  
Internal Medicine : 392  
General surgery : 72  
Orthopedics : 126

### 1,368

SURGERIES

Ophthalmology Surgeries : 1,357  
Orthopedics : 4  
General surgery : 2  
ENT Surgeries : 5

Hans Haridwar's 19 ENT surgeries performed at Satpuli. These surgeries are not added in Hans Haridwar surgeries.

### 100%

PHACO SURGERIES THIS MONTH & 0% SICS

### 41%

NEW PATIENT% THIS MONTH

Painless surgery has considerably impacted the patient experience.

### 58 minutes

STAY TIME OF APPOINTMENT PATIENTS IN THE HOSPITAL

### 2,032

OPTICAL DISPENSING THIS MONTH

### 63%

OPTICAL CONVERSION% THIS MONTH

### 9,518

PHARMACY DISPENSING THIS MONTH

### 56%

PHARMACY CONVERSION% THIS MONTH



# Operational & Clinical Highlights

Hans Hospital, Satpuli

**9,732**

TOTAL OPD

Internal Medicine : 2480  
Ophthalmology : 4025  
General Surgery : 631  
Orthopedics : 483  
Obstetrics & Gyne : 279  
Dental : 270  
Pediatrics : 208  
ENT : 476  
Outreach : 880

**1,675**

SURGERIES

Ophthalmology : 1529  
General Surgery : 75  
Orthopedics : 29  
Obstetrics & Gyne : 18  
ENT : 24

**2,266**

RADIOLOGY

X-Ray : 1,440  
ULTRASOUND : 561  
CT Scan : 265

**44%**

NEW PATIENT%  
THIS MONTH

Painless surgery has considerably impacted the patient experience.

**1,888**

TOTAL ADMISSIONS

Ophthalmology : 1628  
General Surgery : 63  
Internal Medicine : 93  
Orthopedics : 31  
Obstetrics & Gyne : 21  
Pediatrics : 17  
ENT : 35

**212**

EMERGENCY FOOTFALLS

**234**

DIALYSIS

**4**

TOTAL DELIVERIES

## •...सेवा अस्माकं धर्मः...•

हम अति हर्ष उल्लास के साथ गौरवान्वित समाचार साझा कर रहे हैं -

द हंस फाउंडेशन अस्पताल टीम ने

**नवंबर, 2024 में 3,000 सर्जरीज़**

का जादुई आंकड़ा पार कर लिया है।

विशेषतावार नवंबर माह की सर्जरीज़ के आंकड़े इस प्रकार हैं :-



नेत्र  
2,887



जनरल सर्जरी  
77



आर्थोपेडिक्स  
32



स्त्री रोग सम्बंधित  
18



कान, नाक व गला  
29

**3,043 सर्जरीज़**

हम अपने पेशेंट्स के अटूट समर्थन और कर्मचारियों की प्रतिबद्धता के लिए उनके प्रति अपनी हार्दिक कृतज्ञता व्यक्त करते हैं।

# Patient Story of Triumph

Obstetrics and Gynecology - Hans Hospital, Satpuli

## LAPAROSCOPIC MYOMECTOMY SURGERY



Laparoscopic view



7 cm Fibroid removed



Dr. Anshu Chamoli & OT team



Happy patient after surgery

एक 25 वर्षीय कोटद्वार निवासी अविवाहित महिला, जो लंबे समय से गंभीर रक्तस्राव और एनीमिया से जूझ रही थीं। उनकी स्थिति इतनी गंभीर हो गई थी कि वे कई जगह इलाज करवाने के बाद भी आराम नहीं पा रही थीं।

जब महिला की हालत और बिगड़ने लगी, तो उन्होंने हंस हॉस्पिटल, सतपुली के आपातकालीन विभाग से संपर्क किया। 10 नवम्बर 2024 को आपातकालीन विभाग में भर्ती होने पर उनकी स्थिति का सही आकलन किया गया। अल्ट्रासाउंड रिपोर्ट में पाया गया कि उनकी बच्चेदानी के मुँह में 7 cm आकार का बड़ा फाइब्रॉयड है, जो अत्यधिक रक्तस्राव और एनीमिया का कारण बन रहा था। उनका हीमोग्लोबिन स्तर भी केवल 7 ग्राम था।

हमारी प्रसूति एवं स्त्री रोग विशेषज्ञ डॉ. अंशु चमोली ने मरीज की स्थिति का गंभीरता से मूल्यांकन किया और LAP- MYOMECTOMY सर्जरी की सलाह दी। मरीज की शादी नहीं हुई थी, और फाइब्रॉयड का आकार बड़ा होने के कारण सामान्य सर्जरी मुश्किल थी। 15 नवंबर 2024 को लगभग 3 घंटे तक चली यह सर्जरी सफलतापूर्वक संपन्न हुई। सर्जरी के दौरान दूरबीन विधि (लैप्रोस्कोपी) का उपयोग करते हुए, फाइब्रॉयड को छोटे-छोटे टुकड़ों में निकाला गया। किसी भी प्रकार की जटिलता नहीं हुई, और सर्जरी के बाद मरीज तेजी से स्वास्थ्य लाभ कर रही हैं। यह सर्जरी न केवल तकनीकी दृष्टि से सफल रही बल्कि मरीज को एक नया जीवन प्रदान करने में भी महत्वपूर्ण साबित हुई। इस सर्जरी को सफल बनाने में एनेस्थेसिस्ट डॉ. प्रमिला कैथरीन और ओटी टीम (सोनू गौतम, राहुल, विजय, हेमंत, शीतल) का विशेष योगदान रहा।

क्लिनिकल टीम की निगरानी में मरीज की हालत में सुधार हो रहा है और उसे जल्द ही अस्पताल से छुट्टी दे दी जाएगी। सही समय पे मिले इलाज और देखभाल से किसी भी बीमारी को ठीक किया जा सकता है। हंस हॉस्पिटल में, हम सभी को एक खुशहाल और स्वस्थ जीवन प्रदान करने के लिए प्रतिबद्ध हैं।

# Patient Story of Triumph

General Surgery - Hans Hospital, Haridwar

## INCISIONAL HERNIOPLASTY OF A HIGH-RISK PATIENT



**DURING THE SURGERY**



**DR. VISHNUKANT & OT TEAM**



**HAPPY PATIENT AFTER SURGERY**

On November 28, 2024, Mrs. Vidhya Devi, a 74-year-old resident of Patna, arrived at Hans Hospital, Haridwar, seeking treatment for a recurring incisional hernia in her lower abdomen. Her condition persisted despite undergoing two previous surgeries in 2021: Hernioplasty and Exploratory Laparotomy, both performed by Dr. Vishnukant Pandey.

The patient travelled from Patna to Haridwar to seek trusted medical advice. This time, Mrs. Devi's case was further complicated by her advanced age, a history of thyroid hormone deficiency, and a rare presentation of acute intestinal obstruction coupled with obstructed right femoral hernia. These factors classified her as a high-risk patient, requiring meticulous surgical planning and execution.

A team led by Dr. Vishnukant Pandey, supported by anesthetist Dr. Loveleen and OT staff including Rajesh and Deepak, undertook the surgery. After thorough preparation, the surgery—Incisional Hernioplasty—was performed on November 30, 2024.

The procedure, which lasted 2 hours and 30 minutes, involved the placement of a specialized surgical mesh to reinforce the abdominal wall. Despite the complexities, the surgery was executed successfully without any complications. Mrs. Devi is currently under observation and recovering well. She is expected to be discharged soon.

# Employee Spotlight

Recognizing Our Healthcare Heroes

## SWATI RAWAT

(Nursing)

### A Compassionate Healthcare Professional

#### PROFESSIONAL JOURNEY

Swati began her career at Medanta The Medicity Hospital in Gurugram, gaining a year of invaluable experience. She then worked at Kotdwar Base Hospital for another year. Currently, she has been a dedicated team member at The Hans Foundation General Hospital in Satpuli for the past 2.5 years, consistently demonstrating her passion and commitment to healthcare.

#### WHY THIS CAREER

Swati's career choice stems from her deep compassion for others. She finds immense satisfaction in helping and caring for patients, which inspires her dedication to the healthcare profession.

#### PERSONAL FAVORITES

Swati loves Paneer, a versatile and cherished ingredient that adds a rich, creamy touch to many of her favourite dishes, from creamy curries to crispy snacks.

Auli, with its breathtaking landscapes and tranquil atmosphere, is Swati's top destination for relaxation and rejuvenation.





### WHAT SHE LOVES ABOUT THE HANS FOUNDATION

Swati appreciates the teamwork at The Hans Foundation General Hospital. The collaborative and supportive environment enables her to excel and provide excellent patient care.

### FAMILY AND INSPIRATIONS

Swati comes from a large and loving family of nine members, who are her strength and support system. Swati's mother, Mrs. Sharmila Negi, a self-made entrepreneur, is her greatest inspiration and role model. Her mother's hard work and determination continue to motivate Swati in her personal and professional

### HOBBIES & INTERESTS

Spending quality time with her family and cherishing moments of togetherness is Swati's favourite way to unwind.

### PROUDEST ACHIEVEMENT

Swati's proudest moments include becoming a mother, a life-changing experience, and starting her career in healthcare, where she makes a meaningful difference in people's lives every day.



# Shining Stars

## November



We are delighted to announce Lakpa Khampa as our Employee of the Month. Lakpa, a valued member of The Hans Foundation Eye Care's Optometry Department in Haridwar, has achieved a remarkable milestone of completing 10 years of dedicated service, having joined our organization on April 1, 2014. Lakpa is highly regarded for her exceptional qualities, including her calm nature, strong work ethic, and outstanding work productivity. She serves as a shining example to her colleagues.

**LAKPA KHAMPA**

**Optom Incharge  
Hans Hospitals, Haridwar**



Sandeep Kumar has been a dedicated physiotherapist at The Hans Foundation General Hospital, Satpuli, since October 25, 2023. His commitment to patient care is truly commendable. Sandeep consistently goes above and beyond to ensure his patients receive the best possible treatment, always approaching each case with empathy and professionalism.

His positive attitude and friendly demeanor make him a favorite among patients and colleagues alike. Sandeep's ability to work collaboratively with his fellow employees fosters a supportive and harmonious work environment. His dedication and excellent behavior have made a significant impact on both the patients he treats and the team he works with.

**SANDEEP KUMAR**

**Physiotherapist  
Hans Hospitals, Satpuli**



***Congratulations to Lakpa and Sandeep for being chosen as our Shining Stars!***

# Department Showcase

Unveiling the Distinctive Achievements and challenges

## General Surgery Department THFGH Satpuli

### A Commitment to Excellence

The General Surgery Department at The Hans Foundation General Hospital, Satpuli, is a cornerstone of our healthcare services, providing high-quality surgical care to our patients. Under the exceptional leadership of **Dr. Mayank**, the department has shown remarkable growth and achieved significant milestones in delivering complex surgical procedures with precision and care.

### PERFORMANCE OVERVIEW

The department has maintained a consistent and impressive track record. Since April 2023, the department has successfully performed **1,746 surgeries** as of November 2024. This achievement underscores our commitment to providing accessible and expert surgical care to the community. Below is a summary of monthly surgical numbers:

#### 2023 HIGHLIGHTS :

- ✓ Peak performance in October 2023, with 88 surgeries conducted.
- ✓ A total of 509 surgeries were performed in 2023, reflecting the department's growing reputation and patient trust.

#### 2024 PROGRESS :

- ✓ With a year-to-date total of 1,237 surgeries, 2024 has seen significant growth.
- ✓ A remarkable 97 surgeries in July 2024 marks the highest monthly performance, showcasing the team's capability to handle high patient volumes efficiently.

**Dr. Mayank**  
General Surgeon  
Hans Hospitals, Satpuli



## SPECIALIZED PROCEDURES : HIGH-END GENERAL SURGERIES

The General Surgery Department has gained recognition for its expertise in performing complex and high-end procedures, including:

1. Plexiform Neurofibroma Excision & Flap Reconstruction
2. (LNAR) Laparoscopic Needle-Assisted Hernia Repair
3. Laparoscopic Hysterectomy
4. Exploratory Laparotomy and Graham's Omental Patch Repair
5. Laparoscopic Appendectomy
6. Laparoscopic Pyelolithotomy
7. Penis Fracture Repair
8. Nephrolithotomy

These advanced surgeries not only enhance the department's portfolio but also ensure that patients in the region have access to cutting-edge treatments without traveling to metropolitan areas.

## PATIENT-CENTERED APPROACH

Our department's patient-centric approach emphasizes:

- ✔ Minimally invasive techniques to reduce recovery time and improve outcomes.
- ✔ Cost-effective and compassionate care to make surgical services accessible to all.
- ✔ Close post-operative monitoring to ensure speedy recovery and patient satisfaction.

## LOOKING AHEAD

As we continue to grow, the General Surgery Department remains steadfast in its mission to deliver world-class surgical services to the community. With a dedicated team, advanced technology, and a focus on patient well-being, we are committed to achieving new heights in surgical care.



# Life Beyond Work

## Hans Hospital, Haridwar

### CELEBRATING LOVE AND COMMITMENT : RECENT WEDDINGS



It's been a joyous season of love and celebration within our organization, as several of our colleagues have tied the knot in recent weeks. Monika from the TPA department exchanged vows with Ajay on November 11th, 2024, marking the beginning of a new chapter in their lives. The very next day, Samiksha from the Nursing department wed Dr. Gajendra, surrounded by friends and family. Most recently, Neha Sagar from the Nursing department married Hardeep on November 27th, 2024. We extend our warmest congratulations to these lovely couples and wish them a lifetime of happiness, love, and togetherness!



#### Happy Birthday to Nidhi from HR

Nidhi celebrated her special day with loved ones on November 14th, 2024. We hope her birthday was filled with joy, love, and all her favorite things. Here's to another amazing year ahead, Nidhi!



#### Laxmi Attends Best Friend's Wedding

Laxmi from the Nursing department recently had the pleasure of attending her best friend Riya's wedding in Bhagwanpur, Haridwar. Accompanied by her family, Laxmi joined in the joyful celebrations on November 29th, 2024. It's wonderful to see our colleagues sharing in the happiness of their loved ones.

### A FUN-FILLED FAMILY OUTING



Jyoti from the Counseling department recently spent a delightful day with her family at the Dehradun Zoo, also known as Malsi Deer Park, on November 10th, 2024. It's great to see our colleagues taking time to unwind and create cherished memories with their families!

### DEEPRAKASH OBSERVES CHHATH PUJA WITH FAMILY



Deeprakash from ECI Counselling recently immersed himself in the vibrant traditions and rituals of Chhath Puja, celebrating this significant festival with his loved ones on November 7th, 2024.

### A BLESSED PILGRIMAGE TO VAISHNO DEVI



Nandini from ECI Counselling recently celebrated a remarkable milestone - her 8th wedding anniversary - with a deeply meaningful and divine trip to the revered Vaishno Devi temple in Jammu. Accompanied by her loved ones, Nandini embarked on this spiritual journey in November 2024, seeking blessings and gratitude for eight incredible years of marriage.

# Life Beyond Work

## Hans Hospital, Satpuli

### A Grand Celebration for Veidehi's 1st Birthday



Swati Rawat, one of our dedicated nursing staff members, celebrated her daughter Veidehi Rawat's first birthday on November 17. The joyous occasion was marked by a grand party with family and relatives.

### Manoj Chamyal's Birthday Bash



Manoj Chamyal, HOD of Finance & Billing, celebrated his birthday on November 29 with his office colleagues. The celebration was filled with cheer, camaraderie, and warm wishes for a successful year ahead.

### CELEBRATING LOVE AND COMMITMENT



On November 22, two of our cherished staff members, Sonali from the nursing team and Amisha from the ICU, embarked on beautiful new journeys. Sonali tied the knot with Pankaj, while Amisha married Aneesh, marking a special milestone in both their lives. We wish the newlyweds a lifetime of love, joy, and happiness!

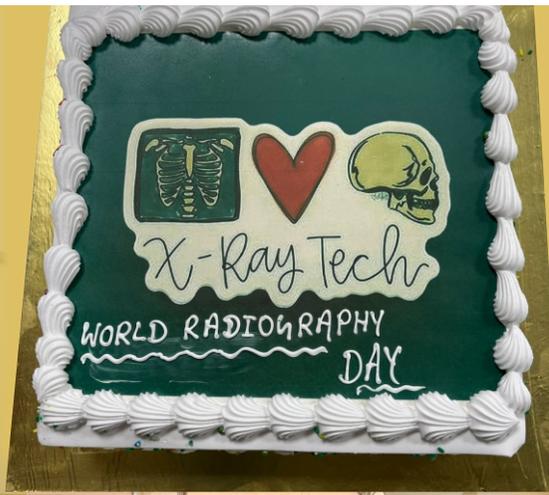
### Shivani Jakhmola's Birthday Celebration



Shivani Jakhmola celebrated her birthday on November 23 with her family, enjoying the day with love and laughter.



**WORLD RADIOGRAPHY DAY**



**UTTARAKHAND SHAPNA DIWAS**



**HAPPY CHILDREN'S DAY**



**INTERNATIONAL MEN'S DAY**

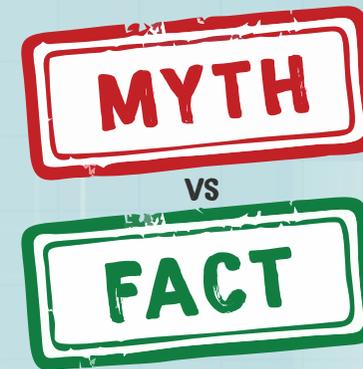
# CELEBRATIONS

## Hans Hospital, Haridwar & Satpuli

# Medical Facts and Trivia :

## DO YOU KNOW ?

1. **THE CORNEA IS THE ONLY PART OF THE BODY WITHOUT BLOOD VESSELS**  
The cornea, the transparent part of the eye, gets its oxygen directly from the air and does not have any blood vessels.
2. **YOUR BLOOD MAKES A COMPLETE CIRCULATION IN ABOUT 60 SECONDS**  
It only takes about 60 seconds for blood to travel throughout the entire body, from the heart through the arteries, veins, and capillaries.
3. **THE AVERAGE PERSON TAKES ABOUT 20,000 BREATHS A DAY**  
The average person breathes about 20,000 times a day, and each breath moves air into the lungs where oxygen is exchanged for carbon dioxide.
4. **The Human Eye Can Distinguish Over 10 Million Colors**  
The human eye is capable of detecting over 10 million different colors, thanks to a combination of photoreceptor cells called rods and cones.
5. **HUMANS CAN PRODUCE SOUND WITHOUT USING THEIR VOICE BOX**  
It's possible to make sounds without the use of the vocal cords, such as through a technique called "esophageal speech" often used by people who have lost their larynx.



## **MYTH**

**Your Blood Turns Blue When It's Deoxygenated**

## **FACT**

**Blood is always red, both inside and outside the body.  
Deoxygenated blood is darker red, not blue.  
The blue appearance of veins is due to how light penetrates  
the skin and reflects off the blood vessels.**

# **WELCOME ABOARD**

## **Hans Hospital, Satpuli & Hans Hospital, Haridwar**

### **NEW JOINEE**



**RESHAMA SAJWAN**  
FO & Billing  
Hans Hospital, Haridwar



**ANITA NEGI**  
HR  
Hans Hospital, Satpuli



**KANIKA RAWAT**  
Nursing  
Hans Hospital, Satpuli



**GAURAV**  
OT Technician  
Hans Hospital, Satpuli

# Important HR Reminders and Updates



## INTEGRATION OF OPD REGISTRATION AND BILLING WITH TPA DEPARTMENT

**AT GH (GENERAL HOSPITAL) :** The combined team will now function under Mr. Manoj Chamyal's leadership.

**AT HARIDWAR UNIT :** The combined team will now function under Mr. Sanjeev Sharma's leadership.

**Both changes are effective from November 12, 2024.**

## TEMPORARY ADJUSTMENT TO GENERAL SHIFT HOURS

**NEW TIMING :** 9:00 AM to 5:00 PM (effective November 7, 2024)

**DURATION :** This schedule will be in effect until February 28, 2025, after which standard hours (9:00 AM to 6:00 PM) will resume.

**PRIME OPERATING HOURS :** 8:00 AM to 6:00 PM remain unchanged. Department heads must ensure total operational hours are unaffected.

**These changes aim to improve operational efficiency and accommodate seasonal daylight adjustments.**



# Upcoming Events : Save the Dates

## Hans Hospital, Satpuli & Hans Hospital, Haridwar



It is observed on **14 December** to raise awareness about the need for energy and its conservation in daily life. Since 1991, it is celebrated every year on 14 December by the Bureau of Energy Efficiency (BEE), under the Ministry of Power. An awareness campaign will be planned aimed at educating patients, staff and the community about saving energy.



**Christmas Day** is celebrated on **25 December** worldwide annually to commemorate the birth anniversary of Jesus Christ, the Son of God. We will organize a special fun and engaging event to celebrate this day in the hospital with staff, patients and attendants.



An effort has been made to recognize and celebrate the elegance of this traditional clothing on **World Saree Day**. It is observed every year on December 21. Sarees are among the most exquisite, graceful, and beautiful gifts made by Indian artisans and handed down through the ages. We will organize a special fun and engaging event to celebrate this day in the hospital with staff, patients and attendants.

# Newsletter Contest

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

- Q1. What milestone did the team at the Hans Foundation Hospital achieve in November 2024 ?
- Q2. How many dialysis procedures were performed by Hans Hospital Satpuli in November 2024 ?
- Q3. How large was the fibroid found in the woman's uterus during her ultrasound at Hans Hospital, Satpuli ?
- Q4. Name the 2 shining stars of this month ?
- Q5. Who celebrated their birthday with office colleagues on November 29 ?
- Q6. What was the duration of the Incisional Hernioplasty surgery performed on Mrs. Vidhya Devi at Hans Hospital, Haridwar, on November 30, 2024 ?
- Q7. Who were the new joinees at Hans Hospital, Satpuli, in the month of November 2024 ?
- Q8. Which departments contributed the minimum and maximum Admissions in November in Satpuli ?
- Q9. What was the percentage of new patients at Hans Hospital, Haridwar, in November 2024 ?
- Q10. Who is leading the combined OPD registration, billing, and TPA teams at GH and Haridwar units ?

Send your answers to Ankita Khamba via-

Email: [ankita.khamba@thfhospitals.org](mailto:ankita.khamba@thfhospitals.org)

WhatsApp: 73109 59029

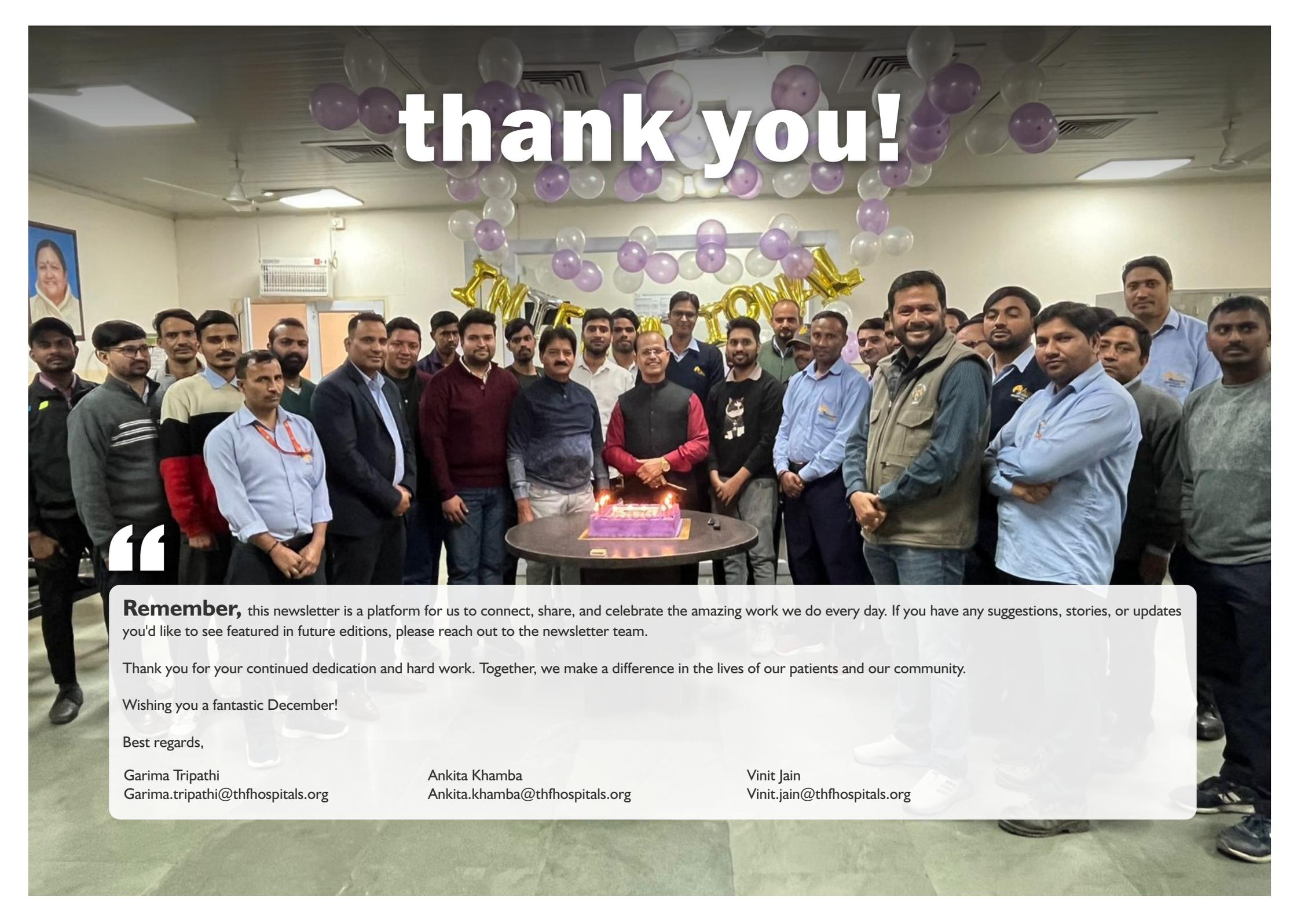
The first two correct entries will be selected as the winners.

The winners will be announced the day after Reflections is published.



Winner of the last month newsletter contest - **Sarabjit Singh (Lab) Haridwar**

# CONTEST



# 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 December!

Best regards,

Garima Tripathi  
Garima.tripathi@thfhospitals.org

Ankita Khamba  
Ankita.khamba@thfhospitals.org

Vinit Jain  
Vinit.jain@thfhospitals.org