



APRIL 2023

REFLECTIONS

HANS NETRALAYA, HARIDWAR
&
THE HANS FOUNDATION GENERAL HOSPITAL, SATPULI



“Efficiency is doing the thing right.
Effectiveness is doing the right thing.”

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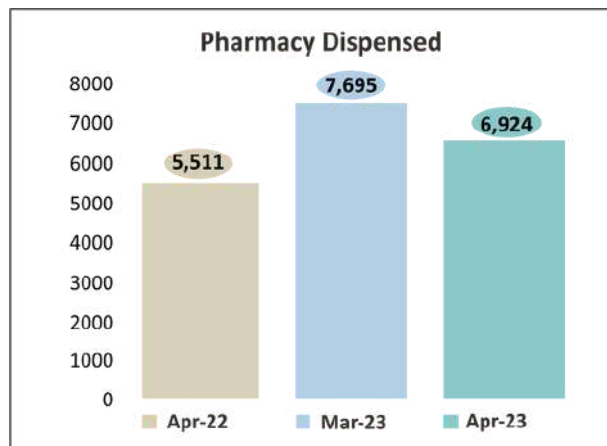
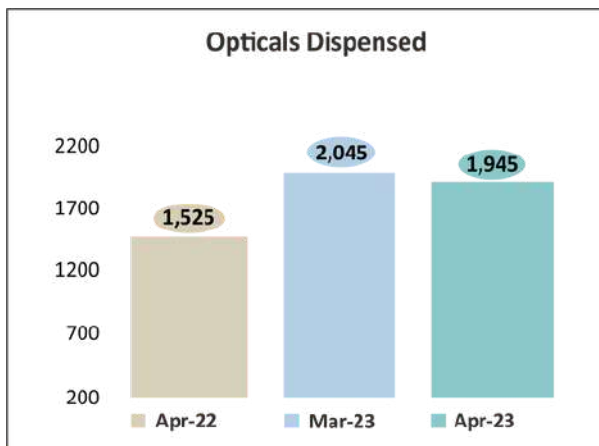
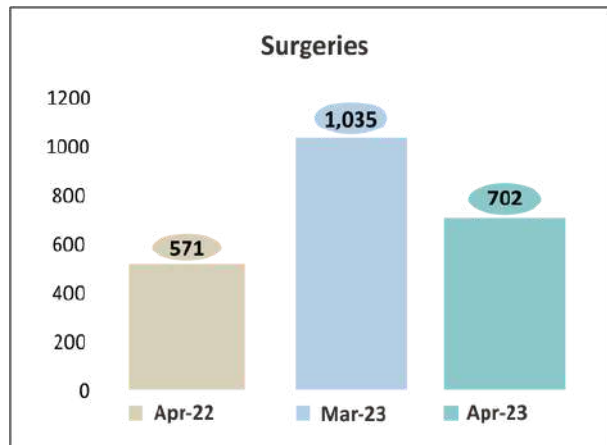
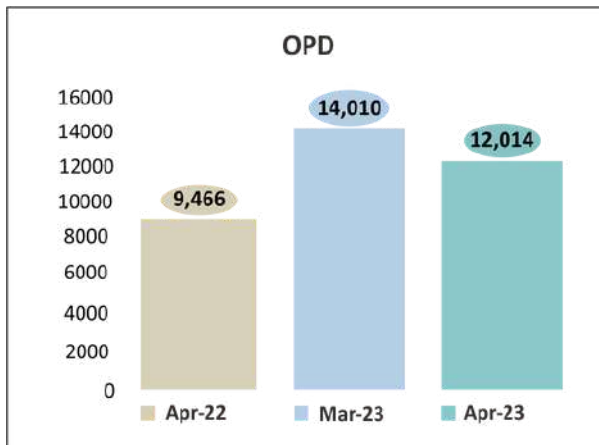




EC-HARIDWAR HIGHLIGHTS

- We did **702 surgeries** this month.
EC Haridwar's surgeries performed at GH - 262
- **92% PHACO surgeries** this month and **8% SICS**.
Painless surgery has considerably impacted the patient experience.
- OPD numbers this month : **12,014**
- New Patients % this month : **47%**
- Stay time of appointment patients in the Hospital : **34 minutes**.
- **63%** Day care surgeries.
Patient walked in for OPD Consultation and also got eye surgery on the same day.
- Pharmacy dispensing this month : **6,924**
- Pharmacy conversion % this month : **61%**
- Optical dispensed this month : **1,945**
- Optical conversion % this month : **65%**

DATA SNAPSHOT OF EC-HARIDWAR





GH-SATPULI HIGHLIGHTS

- Total OPD : **9,383**
- Total Admissions : **1,819**

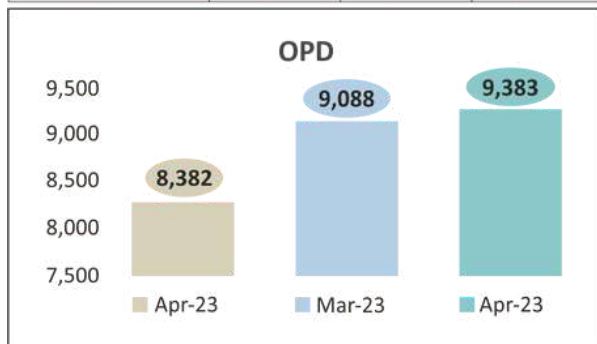
Ophthalmology	: 1,456	General Surgery	: 106
Internal Medicine	: 133	Obstetrics Gynaecology	: 34
Orthopedics	: 63	Pediatrics	: 12
ENT	: 15		
- Total Surgeries : **1,237**

Ophthalmology	: 1,108
Orthopedics	: 25
General Surgery	: 75
Obstetrics & Gynaecology	: 18
ENT	: 11
- New Patient % this month : **50%**
- Total no. ICU Patients : **162**
- Dialysis : **128**
- Emergency Footfalls : **202**
- Total Deliveries : **9**
- Radiology : **4,050**

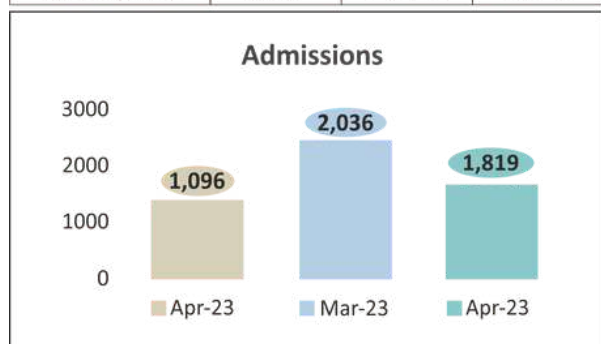
CT-Scan	: 320
X-Ray	: 3,075
Ultrasound	: 655

DATA SNAPSHOT OF GH-SATPULI

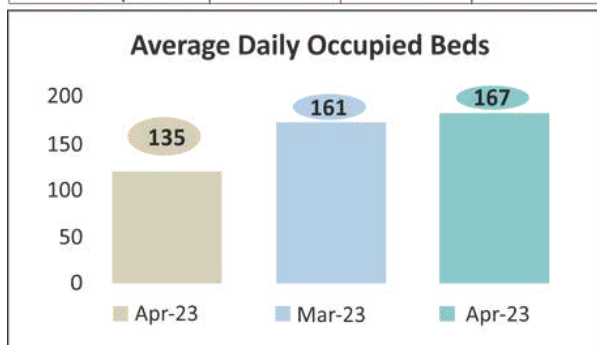
Month	Apr-22	Mar-23	Apr-23
OPD	8,382	9,088	9,383



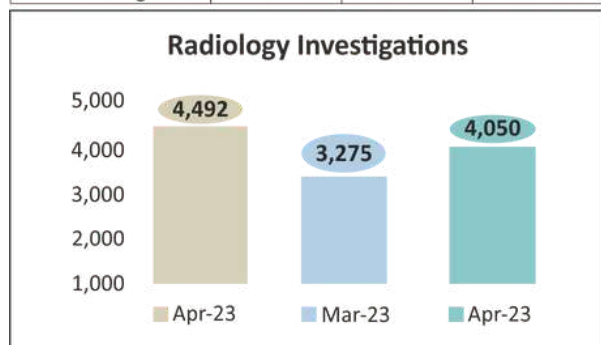
Month	Apr-22	Mar-23	Apr-23
Admissions	1,096	2,036	1,819



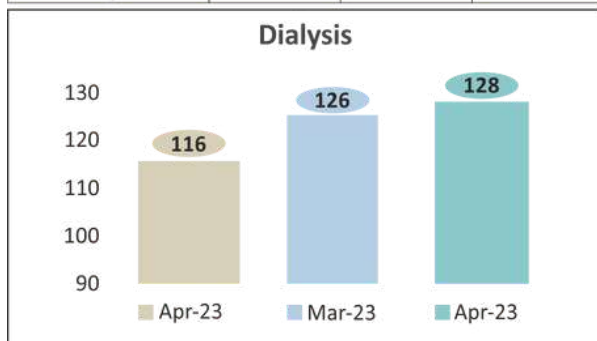
Month	Apr-22	Mar-23	Apr-23
Average Daily Occupied Beds	135	161	167



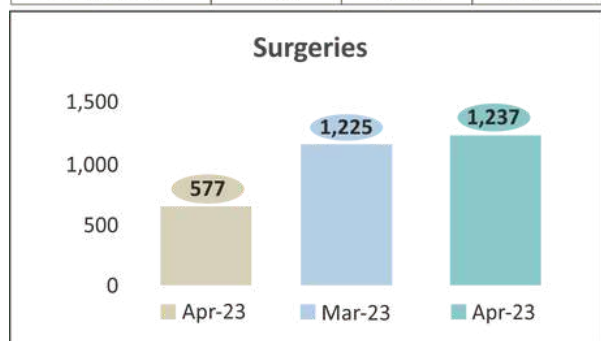
Month	Apr-22	Mar-23	Apr-23
Radiology Investigations	4,492	3,275	4,050



Month	Apr-22	Mar-23	Apr-23
Dialysis	116	126	128



Month	Apr-22	Mar-23	Apr-23
Surgeries	577	1,225	1,237



PATHOLOGY LAB

GH-Satpuli

हमने 2013 में एक छोटे से कमरे में, एक कर्मचारी पूजा पटवाल, और 3 उपकरणों के साथ लैब शुरू की। 2017 में हमने लैब को मुख्य भवन में स्थानांतरित कर दिया। अगस्त 2017 में हमने पूरी तरह से Fully automated Biochemistry Analyzer खरीदे। इससे पहले हम सेमी ऑटोमेटेड मशीनों में शुगर, एलएफटी, केएफटी आदि सभी टेस्ट करते थे। जैसे-जैसे काम बढ़ने लगा हमने नाइट शिफ्ट शुरू कर दी। दिसंबर-2018 में हम ने माइक्रोबायोलॉजी विभाग शुरू किया, जो केवल श्रीनगर मेडिकल कॉलेज में है, उत्तराखंड के किसी अन्य पहाड़ी इलाके में नहीं। प्रयोगशाला परीक्षण के परिणाम की गुणवत्ता के लिए, हमने Internal Quality control and External Quality Assurance programme लागू किया। हमें सीएमसी वेल्लोर, एम्स दिल्ली, आरएमएल लखनऊ और सर गंगा राम से रक्त के नमूने (EQAS) मिलते हैं और हमने 'A' श्रेणी के परिणाम प्राप्त किए हैं।



GH-Satpuli

अक्टूबर 2018 में, हमने सरकार के सहयोग से National Tuberculosis Elimination Program शुरू किया। नवम्बर-2019 में हमने एक Hematology Analyzer और एक Hormone analyzer खरीदा। और हमने इम्यूनोलॉजी का एक नया उप-विभाग शुरू किया है। हमने थायराइड टेस्ट, कार्डियक मार्कर, फर्टिलिटी टेस्ट, कैंसर मार्कर आदि शुरू किए। जो टेस्ट हमारे पास नहीं थे, हमने बाहर की लैब जैसे लाल पैथ लैब और सीआरएल लैब, एसआरएल लैब से आउटसोर्स करना शुरू कर दिया। परिणाम स्वरूप अब मरीजों को कोटद्वार, देहरादून, दिल्ली नहीं जाना पड़ता। इससे दूर से आने वाले मरीजों को काफी मदद मिली है।

फरवरी 2020 में हमने फुली ऑटोमेटिक माइक्रोबायोलॉजी एनालाइजर खरीदा है। इसकी मदद से डॉक्टरों को मरीजों के बहेतर इलाज में मदद मिली। इस समय हमारे पास लैब में 1 डॉक्टर और 1 लैब असिस्टेंट के साथ सात कर्मचारी हैं। वर्तमान में हम हेमाटोलॉजी, बायोकेमिस्ट्री, सेरोलॉजी, क्लिनिकल पैथोलॉजी, माइक्रोबायोलॉजी, इम्यूनोलॉजी और दो सैंपल कलेक्शन विभाग चला रहे हैं।

S.N	Year	Investigation
1.	Dec-2017 to Dec-2018	95546
2.	2019	118137
3.	2020	134742
4.	2021	171785
5.	2022	427100

CASE STUDY

GH-Satpuli

हंस हॉस्पिटल ऑर्थो डिपार्टमेंट

30 अप्रैल, 2023

को हंस फाउंडेशन जनरल अस्पताल, सतपुली में एक मरीज आरटीए (सड़क यातायात दुर्घटना) के कारण पैर कुचले जाने की चोट के साथ आया था। मरीज को मल्टीपल फ्रैक्चर थे व चोट के कारण मरीज का पैर बुरी तरह क्षत-विक्षत हो गया था और गंभीर रूप से संक्रमित हो गया था। हमारी पूरी टीम ने सुबह 7 बजे मरीज को प्राथमिक उपचार दिया और इमरजेंसी ओटी के लिए तैयार किया, जहां WASH के साथ घाव का माइक्रो डीब्रिडमेंट किया गया और TPTS तकनीक से तथा K WIRE की सहायता से फ्रैक्चर को ठीक किया गया। गैप को एंटीबायोटिक सीमेंट से भर दिया गया और सभी टेंडन को रिपेयर किया गया।



सर्जरी से पहले की स्थिति



सर्जरी के बाद की स्थिति

KNOW YOUR COLLEAGUE

GH-Satpuli



Mukesh Singh Rawat
Manager- IT & Camp Outreach

Your date of birth :

10 January

Your favourite food:

Mix Pakora & Kadai Paneer with Rajma Chawal. other than this i love pahadi.

Your favourite getaway place:

I like to travel in the mountains only. Be it any place. I like hilly places very much.

Why you choose this career ?

I was very interested in technical work since childhood. When I passed my intermediate exam in 2001, at that time there was a lot of booms in hardware networking industry. So, I thought I should choose my career in computer hardware networking line. Finally, I became an IT guy.

What do you like the most about THFH ?

I like the way our hospital is treating the poor patients here without any hassle. Patients get beds easily here and their treatment starts on time. That is the best thing. This is not seen in other Hospital. Families face a lot of trouble while admitting their patient inside the hospital for any kind of treatment.

Please tell us something about your family ?

There are five people living in my family, my father, wife, daughter, and a son.

Who is your source of inspiration & role model ?

My inspiration and role model is my father.

Which is your favorite past time ?

In my free time, I like traveling with my family the most.



What is your profession journey ?

My professional life started in 2004, I passed my technical qualification in 2004 and then I got my first job in Laxmi Nagar Delhi, with a monthly salary of Rs.1000. But I loved it because it was my own money. After that I joined HCL Technology Sector 16 in Noida as Engineer. I worked in HCL Technology for a while and then I worked in Okhla for a company called Multiple John. I worked there for only 6 months and after that I joined a multi national company named Donaldson India Filter System Pvt Ltd which was in Haryana Manesar, I worked in that company from 2006 to 2016 May. In June 2016, 150 employees lost their jobs due to a sudden recession in the job market. My name was also included in the list. After five months I applied for The Hans Foundation Hospitals, Satpuli and fortunately got selected and joined here on 3-Oct-2016 in the IT department. Now, I have completed six years and five months in Hans Foundation Hospitals. And I am very happy to work here with an additional role in Outreach along with the IT.

Any one proud moment of your Life ?

The one proud moment of my life is 03-oct-2016 the day I got a job near my hometown. I always remember this day. Because along with getting this great job opportunity, I also got a chance to serve my parents, whom I could not give time before.

EMPLOYEE CORNER



NURSING DUO CELEBRATED THEIR FIRST WEDDING ANNIVERSARY

Heartiest congratulations to our talented Nursing duo **Komal Sharma (nursing supervisor) and Radha Krishan Bahuguna (nursing Incharge)** on their **First wedding anniversary**. They celebrated their special day with family on 22nd April. Best wishes to them for a lifetime of love and happiness ahead.



BIRTHDAY CELEBRATIONS

Kavita Negi, Staff Nurse from the general ward celebrated her Birthday with family on **26th April 2023**.



WEDDING BELLS

Kuldeep Singh (SICU nursing Incharge) got married on **2nd April 2023** with **Neha Chauhan**. Warmest wishes on their big day as they both are starting a new chapter of life together.



A TRIP TOWARDS THE SOUTHWEST INDIA

Dr. Nisha Bhimsaria from the **Medical Quality** made a short, long awaited trip towards the **southwest India** with her good friend named **Chetali, from AIIMS**. During the whole trip they visited the **Rameshwaram, Kanyakumari and Meenakshi temple**. Rameswaram is renowned for Sri Ramanathaswamy Temple, dedicated to Lord Shiva. Kanyakumari Temple is believed to be a Shakti-Peeth. It is believed that the shoulder of the Goddess Sati fell on this site and that is why the region has kundalini shakti. Meenakshi Temple is one of the direct Shakti Peeth temples. It is the only temple in India, including 4 Rajagopuram (towers). Satpuli-Delhi-Madurai-Rameshwaram-Madurai-Delhi-Satpuli. It was indeed a hectic yet memorable trip for them.

EMPLOYEE CORNER



✿ THE GIRL SQUAD WENT ON AN ADVENTUROUS OUTING ✿

The 5 membered Girl Squad of THFEC - Monika, Neha, Garima, Shweta & Shivani had a day full of excitement and adventures when they went out for a Rafting session at Rishikesh. In order to get a break from regular work routine, the girls planned a day-out where they enjoyed a Rafting session from Shivpuri to Rishikesh followed by a visit to the Beatles Café.



OUR MOMS TO BE AND BRIDE TO BE WERE GIVEN A SURPRISE PARTY

Two of our employees - Sunder & Shivani who both are expecting their first child and one of our oldest employees - Kamini who is getting married were given a surprise when a celebration was organized at THFEC for them before they went on their leaves for a specific period of time to start a new journey of life.

We wish them All the Best for future from whole THFEC family.



✿ OUR EC EMPLOYEES DAMYANTI & NANDINI CELEBRATED HER DAUGHTER'S FIRST BIRTHDAY. ✿

Our EC employees Damyanti & Nandini and her whole family celebrated her daughter's first birthday on 18th of April & 22nd April. Damyanti & Nandini are working with THFEC for over 5 years now.

We wish both the little ones a great health and a great future ahead!

RECOGNITION

Employee of the month - GH & EC

Congratulations



Sonam

GH - Incharge Multi-Speciality Ward

Best Employee for the April month is **Sonam** who is the **Incharge of Multi-Speciality Ward**. Sonam joined THF-GH on **14th April, 2022** as Senior Staff nurse and has been moved to MSP in august 2022. **She is amongst the most hard-working employees of GH.**



Es Kumar

EC - Incharge Optical Dept.

Es Kumar is working with **Eye Care Haridwar** since **08 June 2015** as an **Incharge of the Optical department**. He is extremely popular amongst his colleagues for his liveliness and cheerful nature. **He is passionate for his work and always trying to deliver quality services to the patients.**

RECOGNITION

Most Groomed Employee - GH & EC

We recognize the **most groomed employee of the month** at both **EC & GH** Since **April 2023**. Based on THFH Grooming standards for Patient care we acknowledge their representation of the organisation in a professional demeanor.

Congratulations



Poonam

GH - Front office & Billing Dept.



Sahil

EC - Front & Office & Billing

Most Punctual Staff - GH & EC



Ajay Kumar

GH - Senior Accountant



Robin

EC - Facility

द्विशा मंथन

31 मार्च (शुक्रवार) से 2 अप्रैल (रविवार) 2023

Key clinical and non-clinical stakeholders from both **Haridwar** and **Satpuli** took part in this three-day event, which was held for the first time at **The Hans General Hospital in Satpuli**.

DAY 1 - THE TASTE OF BUNGA BEND 2023

The method through which we reviewed operational excellence on this day was unexpected and distinctive. **Three teams—Red Winners, Yellow Champions, and Blue Perfectionists—**were formed at random from among the teams from GH and EC. The teams were taken to an off-site location, where each squad was met by three sets of two Chulhas. From the welcome drink to the dessert, the teams had to prepare an entire menu. The teams competed in a cooking challenge as well as tests on teamwork, planning, course correction, and other skills.



DAY 2 - STRATEGIC MEET 2023

The goal of this day was to ignite the non-clinical team of key management at **EC** and **GH** to think strategically and coordinate their planning for the upcoming fiscal year. With an early yoga session, the day got underway. "**Attahaas**", where the entire crew began the day with a raucous laugh, received the most votes among the **yoga poses**.

Goal-setting, team motivation, and how to pick and join a winning team were the topics of **various activities, musical performances, and skits** at the event. The teams took the service oath at the conclusion of the **day's treasure** search through the hospital.



skits focusing on Goal Setting, Team Motivation



Treasure Hunt



Service Pledge



DAY 3- CLINICAL MEET 2023



The clinical team, which included doctors, paramedics, and nurses, set off on foot for Banghat at the start of the day. Teams from both units participated in this ice-breaking activity to get to know one another.

The Welcome Note from our **VP Operations, Mr. Pankaj Mohan Sharma**, kicked off the event's formal portion and set the tone for the day's events on the Years Past and the Year Ahead. The clinicians talked about their aspirations, lessons learned, and successes since joining THFH. The departments of nursing, operation theatres, and optometry also shared their experiences and the evolution of their respective fields through time. Every participant's understanding of and sense of involvement in the **THFH Clinical journey** was distinct.



The day also featured music and a humorous **"Open Mic Session"** during which well-known questions were posed in confidence to various attendees. **THFH** honored the clinical talent for their effort towards the end of the event. The day came to a close with an engaging **clinicians' group discussion**.

RECOGNISING AN OUTSTANDING CONTRIBUTION

THE HANS FOUNDATION HOSPITALS



NEW JOINEES

GH & EC

Welcome



Vikas Gusain
EC-Camps & Outreach



Madan Singh
EC-Facility

**OUTSOURCE
TO
ON ROLL**



Tapan Kumar
GH-Patient Experience



Ajay Prasad
GH-Patient Experience

**INTERNAL
TRANSFER**



Preeti
GH-Clinical Operations

**FROM
ECTO GH**

CELEBRATIONS

GH & EC

7th April 2023

World Health Day

On the Occasion of **World Health Day**, a **virtual marathon** was organized at **THFH** in which a lot of employees participated from both **THF EC & THF GH** and the **first 3 winners** at each unit who walked the most number of steps that day were rewarded with **Gift Hampers containing healthy eatables**.

The winners of THFH first Virtual Marathon:

GH 1st Shivani 30,000 steps

GH 2nd Vinit Jain 29,000 steps

GH 3rd Manish Bisht 21,000 steps

EC 1st Sonam 21,000 steps

EC 2nd Rajkumar Choubey 11,500 steps

EC 3rd Nikita 11,000 Steps



Many congratulations to all of them!

Monthly Birthday Celebration @EC

Monthly birthday celebration was organized at **THFEC** for employees who had their birthdays in the month of April – **Manvendra & Shalini (SCM), Shivani & Minakshi (Nursing), Sagar (EC2), Soniya (Front Office)**.

We wish them all a very Happy Birthday and a great future ahead.



MEDICAL QUIZ ?

Check your Medical Trivia

1. THE CLAVICLE IS ALSO KNOWN BY WHICH OF THE FOLLOWING NAMES ?

- A Funny bone
- B Decreased respiratory rate
- C Increased/fast heart rate
- D Increased respiratory rate

2. HOW MANY LOBES MAKE UP THE HUMAN BRAIN ?

- A 2
- B 4
- C 6
- D 8

3. ANOSMIA IS A TERM

- A An ability to hear
- B An inability to see
- C An inability to taste
- D An inability to smell

4. WHICH OF THE FOLLOWINGS IS A FIRST LINE DRUG USED FOR PAIN MANAGEMENT ?

- A Acetaminophen
- B Clonidine
- C Morphine
- D Ketamine

5. WHICH OF THE NUTRIENTS HELP FOR TISSUE REPAIR ?

- A Vitamin
- B Fat
- C Carbohydrate
- D Protein

6. WHICH OF THE FOLLOWING IS THE ORGANISM THAT CAUSE PEPTIC ULCER DISEASE ?

- A Staphylococcus
- B Coryne bacterium
- C Helicobacter pylori
- D Streptococcus

7. WHICH OF THE FOLLOWING IS AN IMPORTANT NURSING INTERVENTION FOR A PATIENT WITH CUSHING SYNDROME ?

- A Left middle cerebral artery
- B Observe for hypotension
- C Protect from infection
- D Restrict carbohydrate intake

8. WHICH OF THE FOLLOWING IS A COMMON RESPONSE EXPECTED IN A PATIENT WITH STROKE, TO THE CHANGE IN BODY IMAGE ?

- A Denial
- B Disassociation
- C Delusion
- D Depression

1.D, 2.B, 3.D, 4.A, 5.D, 6.C, 7.C, 8.D



Do You
KNOW?

**Your bone can heal itself
by producing new cells.
That's why you are put in
a cast when you
fracture your bone.**