

May 2023

# REFLECTIONS

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



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WHICH STEP HAVE YOU REACHED TODAY ?

# CONTENTS

- 3 EC-HARIDWAR HIGHLIGHTS**  
May 2023
- 4 DATA SNAPSHOT OF EC-HARIDWAR**  
May 2023
- 5 GH-SATPULI HIGHLIGHTS**  
May 2023
- 6 DATA SNAPSHOT OF GH-SATPULI**  
May 2023
- 7 FRONT OFFICE & BILLING DEPT.**  
GH-Satpuli | May 2023
- 8 CASE STUDY**  
May 2023
- 9 KNOW YOUR COLLEAGUE**  
EC-Haridwar
- 10 EMPLOYEE CORNER GH & EC**  
May 2023
- 13 A PROUD MOMENT THF-GH**  
GH-Satpuli
- 14 RECOGNITION-GH & EC**  
May 2023
- 16 विशेष उज्ज्वल भविष्य परामर्श सत्र**  
8 मई (सोमवार) से 9 मई (मंगलवार) 2023
- 17 CELEBRATIONS**  
May 2023
- 19 MEDICAL QUIZ**  
May 2023
- 20 DO YOU KNOW?**  
May 2023

# EC-HARIDWAR HIGHLIGHTS



## **743 SURGERIES**

EC Haridwar's surgeries performed at GH - 346

## **92% PHACO SURGERIES THIS MONTH AND 8% SICS**

Painless surgery has considerably impacted the patient experience.

## **OPD NUMBERS : 12,379**

## **NEW PATIENT % THIS MONTH : 51%**

## **STAY TIME OF APPOINTMENT PATIENTS IN THE HOSPITAL : 32 MINUTES**

## **47% SAME DAY SURGERIES**

Patient walked in for OPD Consultation and also got eye surgery on the same day.

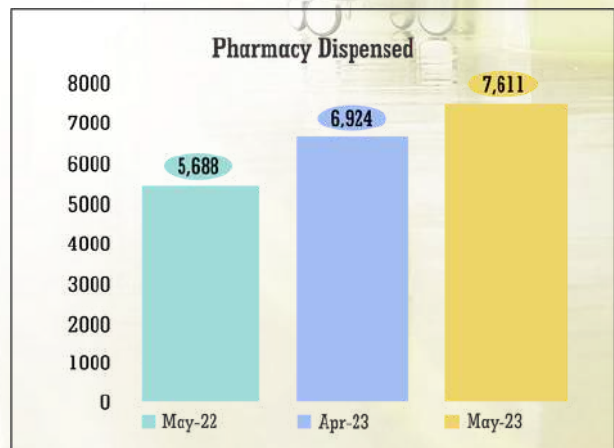
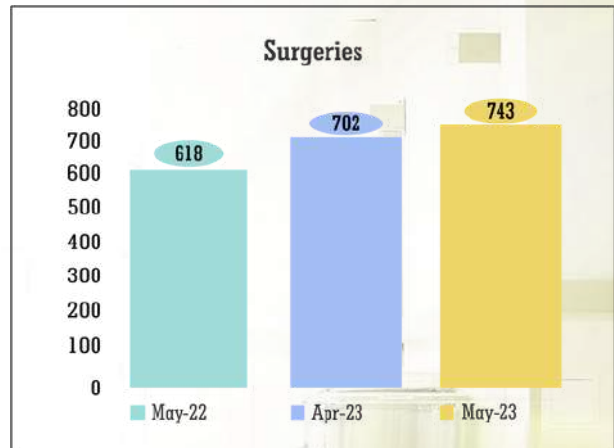
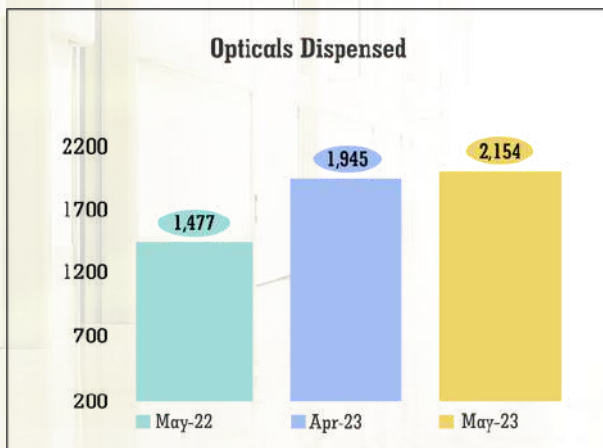
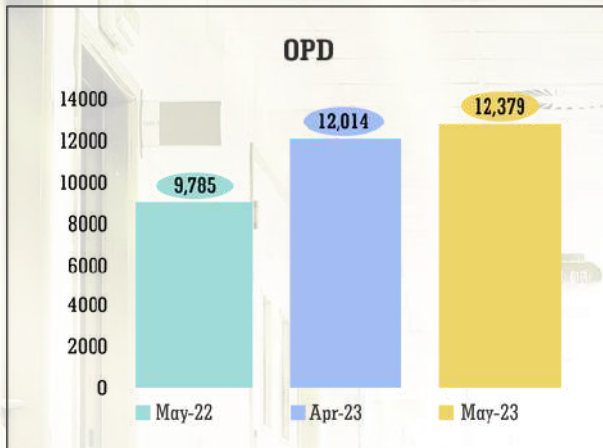
## **PHARMACY DISPENSING THIS MONTH : 7,611**

## **PHARMACY CONVERSION % THIS MONTH : 62%**

## **OPTICAL DISPENSED THIS MONTH : 2,154**

## **OPTICAL CONVERSION % THIS MONTH : 68%**

# DATA SNAPSHOT OF EC-HARIDWAR



# GH-SATPULI HIGHLIGHTS



**TOTAL OPD : 7,731**

**TOTAL SURGERIES : 810**

Ophthalmology : 633  
Orthopedics : 32  
General Surgery : 110  
Obstetrics & Gynaecology : 19  
ENT : 16

**EMERGENCY FOOTFALLS : 212**

**TOTAL DELIVERIES : 9**

**NEW PATIENT %  
THIS MONTH : 43%**

**TOTAL ADMISSIONS : 1,461**

Ophthalmology : 1,020  
Internal Medicine : 168  
Orthopedics : 76  
ENT : 17  
General Surgery : 136  
Obstetrics Gynaecology : 35  
Pediatrics : 9

**RADIOLOGY : 4,062**

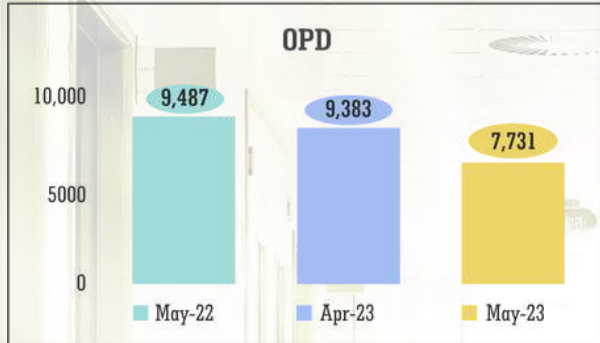
CT-Scan : 282  
X-Ray : 3,337  
Ultrasound : 443

**TOTAL NO.  
ICU PATIENTS : 178**

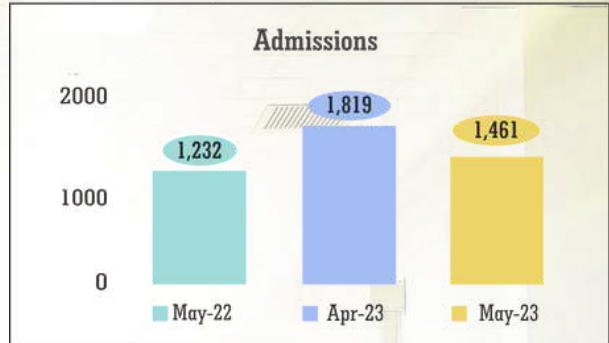
**DIALYSIS : 135**

# DATA SNAPSHOT OF GH-SATPULI

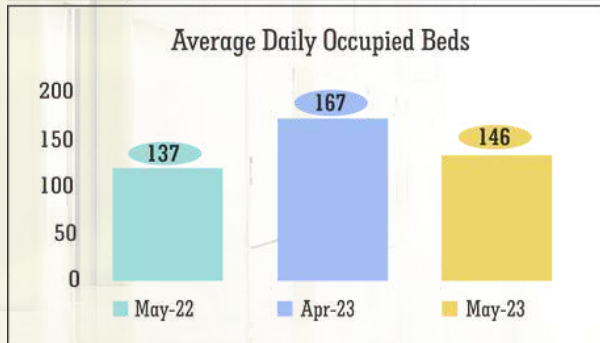
Month	May-22	Apr-23	May-23
OPD	9,487	9,383	7,731



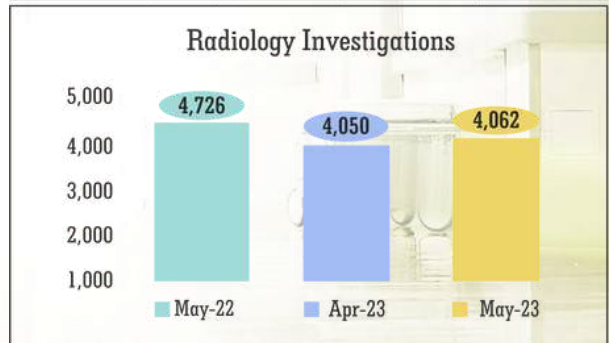
Month	May-22	Apr-23	May-23
Admissions	1,232	1,819	1,461



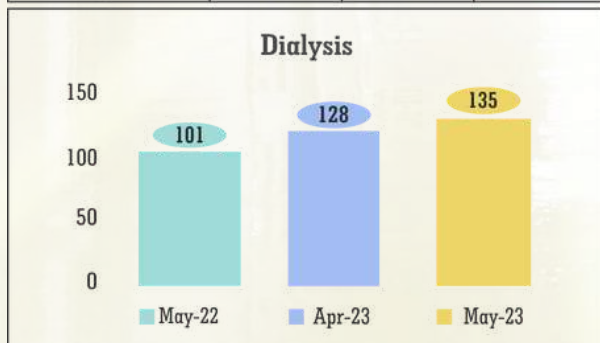
Month	May-22	Apr-23	May-23
Average Daily Occupied Beds	137	167	146



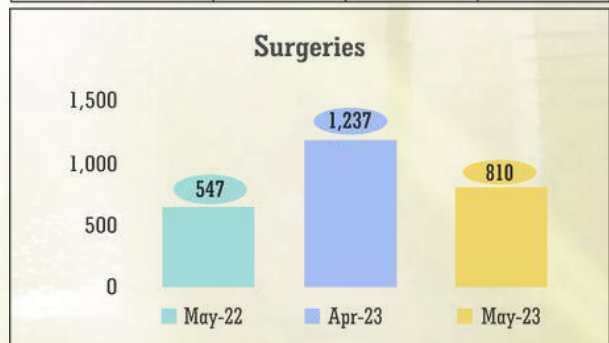
Month	May-22	Apr-23	May-23
Radiology Investigations	4,726	4,050	4,062



Month	May-22	Apr-23	May-23
Dialysis	101	128	135



Month	May-22	Apr-23	May-23
Surgeries	547	1,237	810



# FRONT OFFICE & BILLING DEPARTMENT

2013 में हंस फाउंडेशन जनरल हॉस्पिटल के दो कर्मचारियों अनुज बिष्ट व अनिल कुमार द्वारा मरीजों का पंजीकरण किया जाता था जिसके लिए वह मैन्युअल रजिस्टर एवं रिसिप्ट बुक का प्रयोग करते थे। प्रारंभिक कुछ वर्षों तक इसी के अनुरूप कार्य चलता रहा। 2017 में हॉस्पिटल पूर्ण रूप से बन चुका था और फिर फ्रंट ऑफिस एवं बिलिंग डिपार्टमेंट का गठन किया गया। हॉस्पिटल में मरीजों के रिकार्ड्स को डिजिटाइज्ड करने के लिए अब रजिस्टर की जगह कंप्यूटर ने ले ली थी और रिसिप्ट बुक की जगह हॉस्पिटल इनफार्मेशन सिस्टम (HIS सॉफ्टवेयर) ने, जिसका नाम सहज रखा गया।

1 नवम्बर 2017 को पहले मरीज का रजिस्ट्रेशन HIS सॉफ्टवेयर के द्वारा किया गया। 2017 में स्टाफ की संख्या 2 से 5 हो चुकी थी अब अस्पताल में सभी मरीजों का UHID नंबर उनका OPD प्रिस्क्रिप्शन, OPD से IPD में भर्ती, इमरजेंसी भर्ती एवं हॉस्पिटल की बिलिंग HIS (सहज) के माध्यम से होने लगी थी। दिसंबर 2017 को फ्रंट ऑफिस एंड बिलिंग टीम द्वारा आयुष्मान भारत प्रधानमंत्री योजना से इम्पैनलमेंट किया गया। वर्ष 2020 में टीम द्वारा एक्स सर्विसमैन को कैशलेस सुविधा देने के लिए ECHS से इम्पैनलमेंट किया गया।

20 अगस्त 2020 को हॉस्पिटल को क्वालिटी काउंसिल ऑफ़ इंडिया द्वारा ब्रॉज क्वालिटी स्टैण्डर्ड सर्टिफिकेट प्राप्त हुआ। एक कदम और जाते हुए टीम द्वारा अब गोल्ड सर्टिफिकेशन के लिए तैयारियां की जाने लगीं और 2021 दिसंबर को क्वालिटी काउंसिल ऑफ़ इंडिया द्वारा गोल्ड क्वालिटी स्टैण्डर्ड सर्टिफिकेट प्राप्त हुआ। हंस फाउंडेशन जनरल हॉस्पिटल प्रदेश का पहला अस्पताल था जिसे यह सर्टिफिकेट प्राप्त हुआ।



फ्रंट ऑफिस एवं बिलिंग टीम को 2022 में उत्तराखंड सरकार द्वारा आयुष्मान भारत प्रधानमंत्री योजना के अंतर्गत एक्सेम्पलरी कंट्रीब्यूशन (अनुकरणीय योगदान) के लिए प्रशस्ति पत्र से सम्मानित किया गया।

वर्तमान में हॉस्पिटल में पेशेंट एक्सपीरियंस को बढ़ाने के लिए रजिस्ट्रेशन डेस्क, ओपीडी डेस्क, एडमिशन एंड डिस्चार्ज डेस्क, आयुष्मान डेस्क एवं क्लेम सबमिशन के लिए 10 लोगों का स्टाफ फ्रंट ऑफिस में कार्यरत है।

# CASE STORY

## हंस नेत्रालय

15 मई, 2023

को हंस नेत्रालय बहादुराबाद में एक बच्ची आँख की चोट के साथ आई। रोगी ने बताया की वो चारपाई से कील निकाल रही थी जो उसकी आँख में जा लगी। जिससे मरीज़ की आँख की पूरी कॉर्निया फट गई । मरीज सुबह 10 बजे आपातकालीन स्थिति में अस्पताल पहुंची, जब डॉक्टर स्नेहा ने मरीज़ को प्राथमिक उपचार दिया, और आँख को साफ करकर एंटीबायोटिक ड्रॉप डलवाकर पेच कराया। डॉ. स्नेहा ने 10 टांके लगाकर मरीज की आँख के फटे कॉर्निया को रिपेयर किया। अब मरीज़ को कोई भी दर्द या चुभन नहीं है और वह अब पहले से अच्छा देख पा रही है। पहले दिन मरीज़ का Vision-HMCF था अब 6/60 हो गया है।



सर्जरी से पहले की स्थिति



सर्जरी के बाद की स्थिति



# KNOW YOUR COLLEAGUE



## Ankita Khamba

Creatives and Editing

**Your date of birth :** 15 August

**Your favourite food :** Laphing & Tingmo-thukpa

**Your favourite getaway place :** Monasteries

### Why you chose this career ?

Since childhood, i was always interested in doing art, doodling & creative graphics. So, I thought I should choose my career in Graphics & Arts field.

### What do you like the most about THFH ?

THFH is dedicated to serving underserved communities, offering healthcare in rural areas, and enabling fair access to healthcare for those in need.

### Please tell us something about your family ?

There are four members in my family. My mother and my Two sisters.

### Who is your source of inspiration & role model ?

My Parents. They encourage and support me through every stage of my life. They taught me how to approach life's challenges with patience and calmness.



### Which is your favorite past time ?

In my free time I like to listen podcasts, do some exercise, and visit to new places & monastery.

### How has been your professional journey till now ?

After completing my college education in 2016, I started my career. Firstly, I did a three-month internship with India Mart through my college, and then I was selected by Soft Cube IT company as a web designer. However, due to family issues, I couldn't accept the offer. My first job started in 2016 with MPS Ltd. Dehradun (Macmillan Publishers), where I worked for one and a half years. Then in 2017, I joined a Pharmaceutical label company, and after that, I got selected for The Hans Foundation where I am currently working. I've had a great experience here. I've become more versatile in my designs, which has allowed me to grow & refine my technical skills. There have been some challenges along the way, but I've learned a lot from them. Overall, I happy to be working here.

### Any one proud moment of your Life ?

When I got my Bachelor's degree as the end result of my 3 years amazing journey. I felt proud & confident, and knew that chosing this path was not a mistake. It was a moment that i will cherish forever. In that moment, I felt proud of myself.

# EMPLOYEE CORNER

Our profession often comes with great highs and lows as we navigate the complex labyrinth of human emotions. It is for this reason; we should always take our time to share and celebrate incidents of joy and happiness.



## BIRTHDAY CELEBRATIONS



Birthday celebration of **Beena Gauswami (NICU) nursing staff**, with nursing team on 11th May 2023.



Birthday celebration of **Suman Negi nursing staff (NICU)** on 6th May 2023 with team in the hostel



**Dr. Virambhai Chaudhary** celebrated his birthday with team.

*Many happy returns of the day to everyone*

## WEDDING BELLS



**Deeya Butola** who is working in **General ward** as a nursing staff got married on 11th May with **Mr. Rakesh Singh**



**Jyoti Negi** who is working in **Outreach camps** as a nursing staff got married on 3rd May 2023 with **Mr. Suraj Negi**

*Heartiest congratulations to the newly wedded couples. Warmest wishes on their big day and as they both are starting a new chapter of life together.*



Life can be best experienced through sufficient pauses. Take your own time to understand the realities of this amazing journey, says Sri Sri Ravi Shankar.



### HOLIDAYING



Aanchal Saini, our nursing staff in multi-specialty ortho ward and her family got a blessed chance to visit the sacred shrine dedicated to Goddess Vaishno Devi in Jammu to pay tributes to the Mother Goddess at her abode. Not everyone gets a chance to visit this shrine.

*May Maa Vaishno Devi fulfils the wishes of the entire family.*

### HAPPY MOMENTS



Life is a journey, and I hope that your new bike will add a more thrilling experience to your life.

Congratulations Mr Vijay Singh Rana from Pathology department of THF-GH for buying a new bike.



Our team of medical officers made an impromptu trip to devprayag one saturday in the month of May. While the journey can be tiring, everyone was in high spirits. Along the journey, it suddenly got rainy, and they had to shelter in a shed near bilkhet and decided to cook some food. And just like that, in moments of bliss, they realised that they are surrounded by everything that makes life great. Amazing nature, great company, and delicious food. As they revelled in this blissful moment, they realise this is what life is about.

# EMPLOYEE CORNER

## WEDDING BELLS



One of our most dedicated and hardworking employee, Kamini tied the nuptial knot on the 12th of May 2023 . Kamini has been an integral part of the Patient Care & Nursing team throughout her journey at THFEC.

## BIRTHDAY CELEBRATIONS



Our Team member, Shamim celebrated his elder son Shabib's birthday on the 7th of May 2023 with great pomp and joy. Shamim is our oldest employee who had joined THFH back in 2013, since then he has been an important team member of the Finance Team.

*Heartiest wishes to the little one for a bright future from all of us at THFEC.*

## JYOTI JOINED BACK AFTER MATERNITY LEAVES



Our oldest Counsellor - Jyoti resumed her duties at THF-EC on the 15th of May 2023 after completing her maternity period. Jyoti has given birth to a lovely girl child on the 25th of Oct'2022 whom she has named "Advika". Jyoti has been a hardworking and reliable employee since her joining.

*We wish Jyoti and her daughter the best of life ahead!*

# A PROUD MOMENT FOR THF-GH

It is a matter of great pride for the THFH team because the The Hans Foundation General Hospital, Satpuli has been recognized among the top 10 hospitals of Uttarakhand and has also featured on the cover of the State Health Authority's Publication for the month of May 2023.



आयुष्मान योजना में सूचीबद्ध टॉप 10 चिकित्सालयों  
योजना प्रारम्भ सितम्बर 2018 से 31 मार्च 2023

क्र. सं.	चिकित्सालय का नाम	संख्या
1	स्वामी राम हिमालय विश्वविद्यालय, देहरादून	112495
2	श्री महंत इन्दिरेश चिकित्सालय, देहरादून	89894
3	अखिल भारतीय आयुर्विज्ञान संस्थान (AIIMS) ऋषिकेश	64649
4	दून मेडिकल कॉलेज देहरादून	22642
5	सोबन सिंह जीना बेस चिकित्सालय, नैनीताल	19492
6	हंस फाउंडेशन चिकित्सालय पौड़ी	19302
7	डुमकी तिवारी सरकारी चिकित्सालय, हल्द्वानी	16891
8	श्रीवाहर लाल नेहरू जिला चिकित्सालय, ऊधमसिंह नगर	12125
9	राजकीय बेस चिकित्सालय कोटद्वार, पौड़ी	10839
10	पंडित दीन दयाल उपाध्याय चिकित्सालय, देहरादून	9675

राज्य स्वास्थ्य प्राधिकरण, उत्तराखण्ड

# विशेष उज्ज्वल भविष्य परामर्श सत्र

8 मई (सोमवार) से 9 मई (मंगलवार) 2023

We organized a Career Counselling session for the students of class X and XII to help them making the right career choices based on their interests, abilities and values. The workshop guided students to determine the next steps for developing a plan to achieve their goals after completing school.

For the schools in Garhwal, who had the chance to take part in a career counselling workshop for the first time, it was truly a fantastic experience. But it was more than just a chance for us to realize that these vibrant and creative kids had just as much talent as any student in a city. We were surprised by their lofty aspirations, motivations, and clarity of thoughts.

They simply lack the resources and right guidance to achieve their goals and THFH is committed to providing them all they need. Through skits, experience sharing and professional career counselling, the students understood the significance of choosing the right career and the true purpose of education. It allowed them to be aware of the various alternate professional choices available. Rural students often drop out of high school or change their streams mid-session. All these can be avoided if they acquire guidance at an early stage. To help rural youth in India with career guidance after the 10th and 12th, it is crucial to raise awareness about the importance of education.



# RECOGNITION

## Employee of the month - GH & EC

*Congratulations!*



**REENA**  
GH-PHARMACIST

Reena has joined THF GH in 2012 and is the first pharmacist of the hospital. She used to do outreach camps to Garhwal and Kumaon region for dispensing medicines. According to Reena, it's been a wonderful journey where I have learned a lot as a professional and GH feels like another home now. Reena is diploma in pharmacy and presently working as an Assistant Manager in Pharmacy department.



**AMIT ASWAL**  
EC-FO & BILLING

Amit Aswal (Assistant Manager - FO & Billing) is working with us at THF EC since Feb'2018. He is one of our most dedicated and hardworking employees, he's a thorough thinker and he always has some productive inputs to give whenever it comes to improvising our Processes. Amit's favourite hobbies are playing Cricket and Football and when it comes to the best place to visit - his hometown Jairikhal, Pauri is his all time favourite.

GH & EC

# RECOGNITION

*Congratulations!*

## Most Groomed Employee - GH & EC



**SANJEEV PRASAD**  
GH-SECURITY GUARD



**PRINCI**  
EC-OPD

## Most Punctual Staff - GH & EC



**RAGHUVIR SINGH**  
GH-SECURITY SUPERVISOR



**DINESH PRASAD GAUR**  
EC-PATIENT EXPERIENCE



# CELEBRATIONS



12th May, 2023

## INTERNATIONAL NURSES DAY



EC-Haridwar



GH-Satpuli

International Nurses Day was celebrated at THFH on the 12th of May in order to appreciate and thank our dedicated and hardworking Nursing Team for all their Courage, Compassion and Commitment that they show towards the Patients.

## DEDICATION TO THE NURSING STAFF



सब कहते हैं नर्सिंग एक **Easy task** है, कोई हमसे तो पूछे ये कितना खास है। हॉस्पिटल दीया तो नर्स बाती है, इतनी सी बात क्या किसी को समझ में आती हैं। अपनी कड़ी मेहनत से सबका दिल खुश कर जाती है, कभी एक **powerful** लीडर तो कभी **Advisor** बन जाती है। हाथ तो दो ही होते हैं पर **Workload** से कभी-कभी दुर्गा भी बन जाती है। **Resourceful** होना तो कोई नर्स से सीखें। चीजे ना होने पर जुगाड भी लगाती है। अच्छा काम करे तो भगवान बन जाती है। एक ही गलती में फिर क्यों पराई हो जाती है। गलती कोई भी करे पकड़ी नर्स ही जाती है, काउंसिलिंग लगने का डर पल-पल सताती है। **Talent** की कभी कमी नहीं रहती, कभी डाक्टर को भी **vein** ना मिले तो पाताल से ढूँढकर भी **cannula** लगाती है। खाना-पानी भूल जाती हो है, चाय कॉफी ठंडी हो जाती है। कुछ इस तरह से नर्स अपनी ड्यूटी निभाती है। **Night duty, night duty + half morning** कब बन जाती है, **system** से **Over** लेने देने में वॉट लग जाती है। तुम **new** होकर भी कमी **new** नहीं होते, इतना **time** हो गया अभी भी नहीं आता ये **dialogue** हमेशा सुन जाती है। सबकी सुन-सुन कर भी अपना काम बखूबी निभाती है। कभी रोना आए भी तो नहीं जताती है, अपने **smily face** के साथ फिर काम पर लग जाती है। इतनी **Bedding** कर करके घर की **Bedding** भी **knot** वाली हो जाती है और इतने **canula** लगा लगाकर घरवालों के हाथों में भी **prominent vein** नजर आती है। **Effective communication** से सबका दिल छू जाती है, हर **patient** को हममें बेटा या बेटी नजर आती है। **Night duty** में आंखे झूमती नजर आती हैं, **Emergency** कोई आ जाए तो **P.T Usha** बन जाती है। कभी **OT** में नन्ही सी जान के आने की खुशी दे जाती है, तो कभी **ward** में एक **call bell** के लिए भागती नजर आती है। **Well Groomed nurse, no argue no back answering** से **decorated** होती है। **Perfect** होकर भी **unperfect** ही नजर आती है | इनने पर भी नर्स अपनी ड्यूटी और **patient care** बखूबी निभाती है। **Positioning** हर दो घंटे में होती है। बस उसी दो घण्टे के बीच **patient** की करवट लेने की इच्छा हो जाती है। इतना ही **time** हमारा खराब होता है कि तभी सुपरवाइज़र आ जाती है। बस और क्या नर्स और एक **counselling** के साथ तैयार हो जाती है। हम तो **time** पर आते हैं पर **laundry** में **gown** और **Unfit** कुर्ता पजामा की **searching** में **Late** हो जाते हैं। धैर्यपूर्ण, सहनशीलता, श्रामिक होने का **nurse** प्रमाण दे जाती है, खाना पीना दवा, सुख-दुख हर बात का ध्यान रखती है, जैसे मानो माँ ही बन जाती है। **Patient** को **Smiley face** के साथ देखकर की घर जाकर सुख पाती है। नर्स सिर्फ ड्यूटी ही नहीं करती, मानवता और कर्तव्य का फर्ज भी बखूबी निभाती है।



## SATYANARAYAN POOJA @ EC2



Team EC2 performed Satyanarayan Pooja in the premises. It is a pooja done to offer gratitude to Lord Satyanarayan. On the day the pooja is to be performed, the devotees keep fast, and this keeps the negative thoughts away from their mind. To overcome the problems and difficulties of life, this pooja is performed.

## MONTHLY BIRTHDAY CELEBRATION @ EC



Monthly Birthday Celebration was organized for the employees who had their birthdays in the Month of May namely - Sarita, Dr. Vinod, Mandeep, Arvind, Ashish & Dr. Anil.

Wishing them all a very Happy Birthday!



## GH CELEBRATED THE HARD WORK OF THE GENERAL SURGERY AND OT TEAM WHO HAVE DONE MORE THAN HUNDRED LAPAROSCOPIC SURGERIES IN THE LAST 3 MONTHS.



## Check your Medical Trivia

# MEDICAL QUIZ

1. WHICH OF THE FOLLOWING IMMUNOGLOBULIN ARE RESPONSIBLE FOR ANAPHYLACTIC REACTIONS ?

- a IgA
- b IgE
- c IgM
- d IgG

2. WHICH OF THE FOLLOWING BODY PARTS HAS A CONDYLOID JOINT ?

- a Shoulder
- b Elbow
- c Wrist
- d Forearm

3. WHICH OF THE FOLLOWING SYMPTOMS SHOULD BE WATCHED FOR IN A PATIENT RECEIVING A LOOP DIURETIC?

- a Restlessness and agitation
- b Paresthesia
- c Increased blood pressure
- d Weak irregular pulse

4. WHICH OF THE FOLLOWING DRUG WILL BE ADMINISTERED TO TREAT ANAPHYLAXIS ?

- a Atropine
- b Sodium bicarbonate
- c Digoxin
- d Epinephrine

5. WHICH OF THE FOLLOWING IS AN ISOTONIC SOLUTION ?

- a Lactated ringers
- b Half normal saline
- c One third normal saline
- d Mannitol

6. FOR DOING NASOTRACHEAL SUCTIONING, DURING WHICH OF THE FOLLOWING PATIENT ACTIVITIES, THE CATHETER SHOULD BE INSERTED ?

- a Swallowing
- b Inhaling
- c Exhaling
- d Retching

7. WHICH OF THE FOLLOWING DEVELOPMENT STAGE CORRESPONDS TO INFANCY ?

- a Trust vs mistrust
- b Autonomy vs shame
- c Initiative vs guilt
- d Industry vs inferiority

8. WHICH OF THE FOLLOWING IS A COMMON CAUSE OF ORTHOSTATIC HYPOTENSION IN A BEDRIDDEN PATIENT ?

- a Increased autonomic response
- b Decrease circulating blood volume
- c Increased cardiac output
- d Decreased blood pooling

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

# DO YOU KNOW ?

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## When was the first wheelchair invented?

The first self-propelled wheelchair was invented in 1655 by paraplegic clock-maker of Nuremberg, Germany Stephan Farfler (1633-1689), who built his own mobility aid when he was only 22 after having broken his back as a child.

