

REFLECTIONS

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



"Teamwork is the ability to work together toward a common vision. It is the fuel that allows common people to attain uncommon results."



CONTENTS

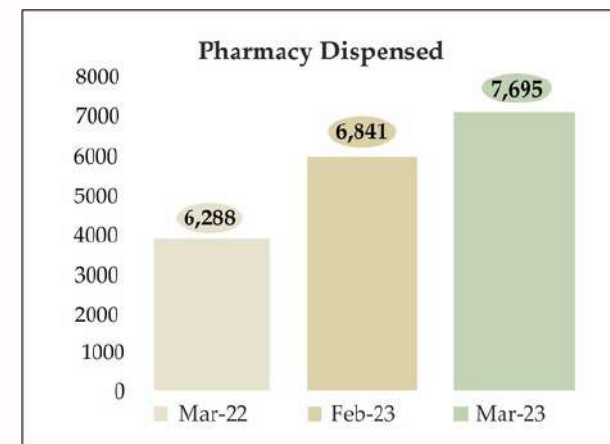
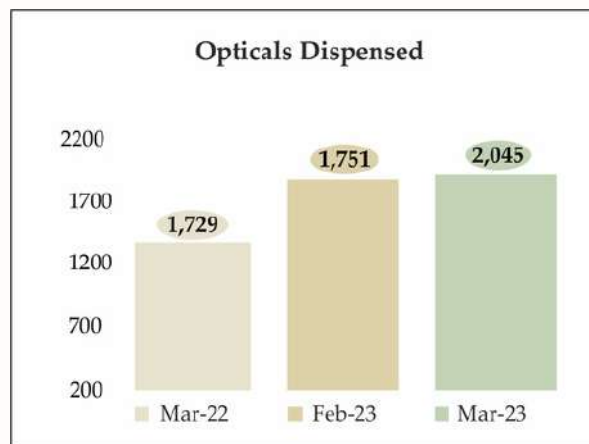
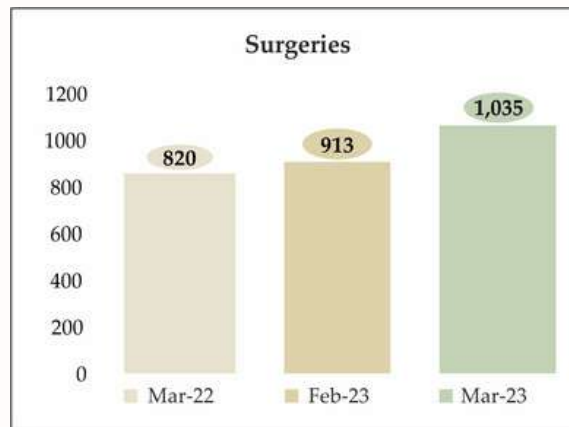
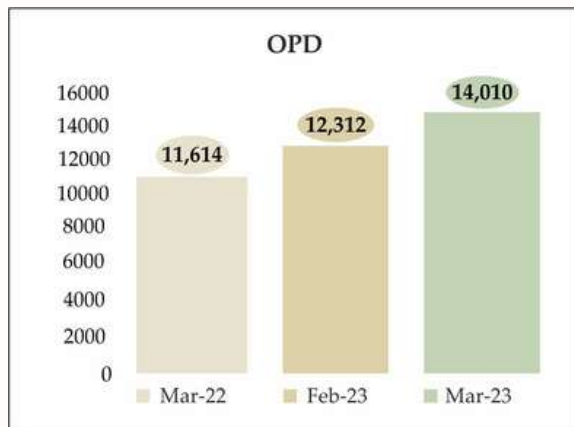
EC-HARIDWAR HIGHLIGHTS - MARCH 2023	03
DATA SNAPSHOT OF EC-HARIDWAR - MARCH 2023	04
GH-SATPULI HIGHLIGHTS - MARCH 2023	05
DATA SNAPSHOT OF EC-HARIDWAR - MARCH 2023	06
GOG-E DEPARTMENT General Surgery, Orthopaedic, Obs. & Gynae, ENT	07
CASE STUDY	09
KNOW YOUR COLLEAGUE	10
EMPLOYEE CORNER GH & EC	11
RECOGNITION- GH & EC	13
WELCOME NEW JOINEES	15
CELEBRATIONS	16
MEDICAL QUIZ	18
DO YOU KNOW?	19

EC-Haridwar Highlights

- We did **1,035 surgeries** this month.
EC Haridwar's surgeries performed at GH - 484
- **91% PHACO surgeries** this month and **9% SICS**.
Painless surgery has considerably impacted the patient experience.
- OPD numbers this month : **14,010**
- New Patients % this month : **47%**
- Stay time of appointment patients in the Hospital : **28 minutes**.
- **53%** Day care surgeries.
Patient walked in for OPD Consultation and also got eye surgery on the same day.
- Pharmacy dispensing this month : **7,695**
- Pharmacy conversion % this month : **58%**
- Optical dispensed this month : **2,045**
- Optical conversion % this month : **70%**



Data Snapshot of EC- Haridwar



GH-Satpuli Highlights

- Total OPD : **9,088**
- Total Admissions : **2,036**

Ophthalmology	: 1,805	General Surgery	: 52
Internal Medicine	: 108	Obstetrics Gynaecology	: 21
Orthopedics	: 37	Pediatrics	: 13
- Total Surgeries : **1,225**

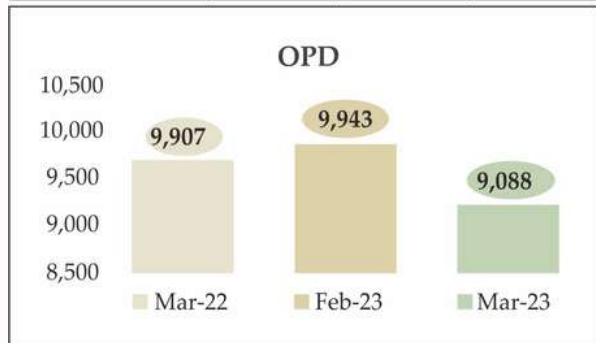
Ophthalmology	: 1,139
Orthopedics	: 35
General Surgery	: 41
Obstetrics & Gynaecology	: 10
- New Patient % this month : **53%**
- Outreach clinics this month : **115 (Ophthal & Geriatrics)**
- Outreach Clinic OPD's : **2,151 (Ophthal & Geriatrics)**
- Total no. ICU Patients : **126**
- Dialysis : **126**
- Emergency Footfalls : **194**
- Total Deliveries : **9**
- Radiology : **3,275**

CT-Scan	: 278
X-Ray	: 2,761
Ultrasound	: 236

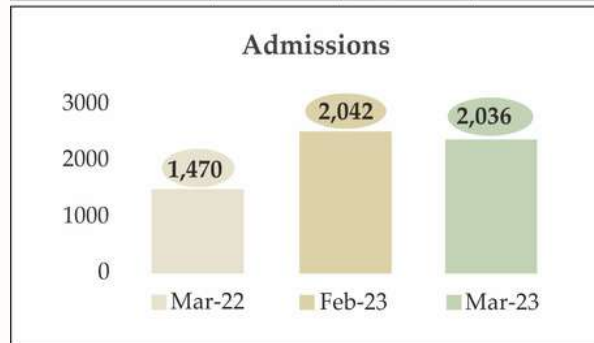


Data Snapshot of GH-Satpuli

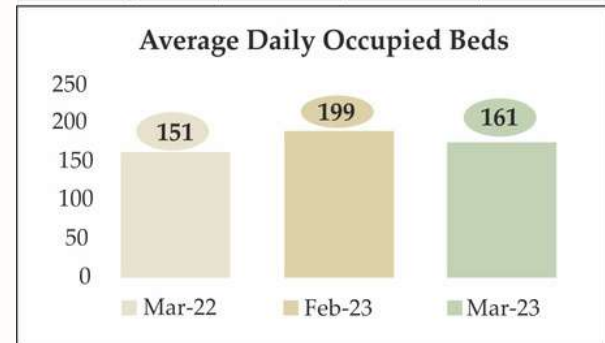
Month	Mar-22	Feb-23	Mar-23
OPD	9,907	9,943	9,088



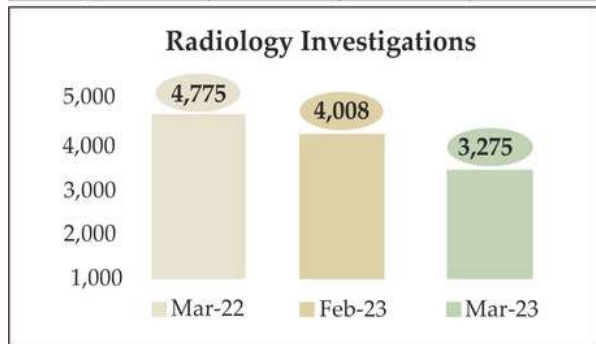
Month	Mar-22	Feb-23	Mar-23
Admissions	1,470	2,042	2,036



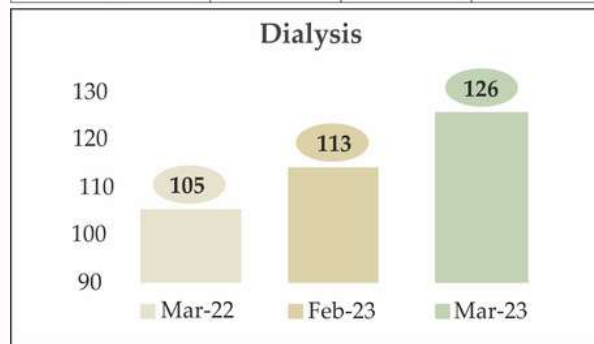
Month	Mar-22	Feb-23	Mar-23
Average Daily Occupied Beds	151	199	161



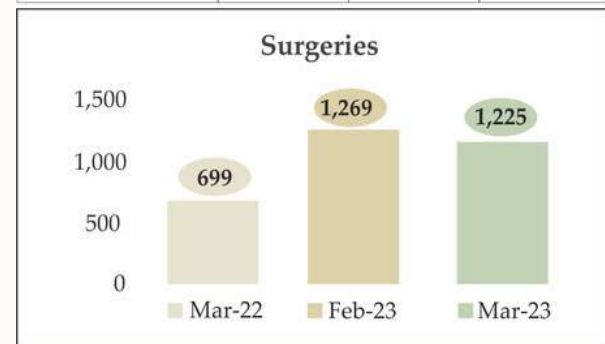
Month	Mar-22	Feb-23	Mar-23
Radiology Investigations	4,775	4,008	3,275



Month	Mar-22	Feb-23	Mar-23
Dialysis	105	113	126



Month	Mar-22	Feb-23	Mar-23
Surgeries	699	1,269	1,225



GOG-E- DEPARTMENT

General Surgery, Orthopaedic,
Obs. & Gynae, ENT
GH-Satpuli

GOG- E department was created in January 2023 at The General Hospital, Satpuli. Preeti Bisht is the Clinical Coordinator of the department and oversees the day-to-day operations of all the healthcare programs of **Obs. & Gynae, Orthopaedic, General Surgery and ENT departments.**

The objectives of this new development are very clear-

1. Planning, coordinating and carrying out patient care operations.
2. Respond to patient concerns timely and ensure patient satisfaction.
3. Coordinate with all the departments (Medical Quality, OT, Bed Management, Patient Services and Front Office etc.) on the behalf of the consultants to ensure smooth communication and speedy addressal of all the concern/focus areas.
4. Organizing In-house camps for general surgery, ortho, Obs & Gynae & ENT.
5. Counselling the patients and scheduling surgeries.
6. Post Discharge engagement of the patients
7. Focus on creating superb patient experience from admission to discharge for all the surgical patients.

Since the inception, this department is working hard to take these **four (4) specialties** to the next level of growth and efficiency. Many initiatives like installation of a permanent Laparoscopic machine, organizing regular in-house camps for each specialty, conducting educational/counselling sessions for schoolgirls, has been taken in the last 3 months. For better patient experience, a dedicated counselor has been appointed to cater the special needs of the patients under these specialties. As a result of these efforts the

GH-Obs. & Gynae Dept.



GH-ENT Dept.



General Surgery department performed over 75 Laparoscopic cholecystectomy surgeries and the Ortho dept performed 49 nos. Proximal fibular osteotomy (PFO) surgeries . In addition, many critical first-of-its-kind Orthopedic & General surgeries were performed in GH. These 4 specialties jointly improvised with a remarkable rise of 53% in the OPD numbers and 59% in the Surgeries in this quarter. There has been a noticeable growth in the performance of ENT and Obs & Gyne departments too.

GH-Counselling Dept.



GOG-E Performance		Q3'22 (Oct'22-Dec'22)		Q4'22 (Jan'23-Mar'23)	
S.N	Specialty	OPD	Surgeries	OPD	Surgeries
1.	Orthopaedics	2373	64	2726	97
2.	General Surgery	1297	125	2010	181
3.	Obs & Gynae	0	0	1002	35
4.	ENT	362	16	446	13
TOTAL		4032	205	6184	326

GH-Ortho Dept.



GH-General Surgery Dept.



CASE STUDY

GH-General Surgery

UTERINE MASS WITH COMPRESSION SYMPTOMS

52 साल की एक महिला मरीज पेट के निचले हिस्से में दर्द और सूजन की शिकायत लेकर अस्पताल आई थी। उसे पिछले 2 महीने से पेशाब और मल त्यागने में परेशानी हो रही थी और पिछले 1 महीने से योनि से खून आ रहा था।

गर्भाशय की बहुत बड़ी सूजन को देखते हुए, हमारे जनरल सर्जन, डॉ. अरुणेश दुबे ने पेट की एक सीईसीटी की सलाह दी, जिससे मरीज के पेट में ब्रॉड लिगामेंट फाइब्रॉएड/ कैंसर की गांठ की संभावना का पता चला, जिसकी पुष्टि यूएसजी में भी की गई थी। बाद में जब रोगी को भर्ती कराया गया, उसके लक्षण और बिगड़ गए और उसके गुर्दे फेल हो गए, जिसके लिए उसे चिकित्सकीय देखरेख में ICU में रखा गया। बाद में उसे उच्च जोखिम सर्जरी के लिए भर्ती कराया गया लेकिन संभवतः ट्यूमर के कारण उसके दोनों निचले अंगों में भारी सूजन हो गई थी। इसलिए मरीज को कैंसर सेंटर जाने की सलाह दी गई, लेकिन मरीज व उसके परिजनों ने जाने से मना कर दिया। क्योंकि मरीज की पेशाब की दिक्कत ज्यादा बढ़ गयी और दोनों पैरों में बहुत ज्यादा सूजन आ गयी जिस कारण इस गांठ द्वारा पेशाब की थैली एवं पैरों की रक्त नली पर अत्यधिक दबाव था।

अतः मरीज को इन लक्षणों से आराम देने के प्रशामक देखभाल (palliative care) के उद्देश्य से सर्जरी करने का निर्णय लिया गया और अगले दिन ही पेशेंट के गर्भाशय का ऑपरेशन किया गया। सर्जरी के दौरान काफी खून बह गया था लेकिन ओटी की पूरी टीम और हमारे सर्जन की तैयारियों से हम रक्तस्राव को रोकने में सफल रहे। चूंकि, खून की कमी बहुत अधिक थी, और रोगी को कई यूनिट रक्त की आवश्यकता थी। हमारे कर्मचारी एकजुट होकर रक्तदान करने के लिए आगे आए और जल्द ही हम रोगी के लिए 23 यूनिट रक्त एकत्र करने में सक्षम हो गए।

ऑपरेशन के बाद, मरीज को ICU में स्थानांतरित कर दिया गया था, लेकिन अगले दिन इंटरनल ब्लीडिंग के चलते मरीज को फिर से ओटी में शिफ्ट कर दिया गया और पुनः लैपरोटॉमी की गई। मरीज को आखिरकार बचा लिया गया और वह ठीक हो गया। 9 दिनों अस्पताल रहने के बाद उसे छुट्टी दे दी गई थी। भर्ती के समय मरीज का एचबी स्तर 2 था और डिस्चार्ज के समय उसका एचबी स्तर 8 हो गया था।



GH - General Surgery Dept.

GH-Satpuli

EMPLOYEE CORNER

A TRIP TO DIVINE DESTINATION.....

Only the chosen ones get a chance to travel.



Mukesh Bisht from IT & Outreach department of GH and his entire 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 fulfill the wishes of the entire family.

Rupinder Kaur, from the GH Nursing department visited Golden Temple Amritsar with her family. The Golden Temple also known as the Harmandir Sahib, means 'abode of God', is a gurdwara located in the city of Amritsar, Punjab, India. It is the preminent spiritual site of Sikhism and also one of the holiest sites in Sikhism.



May the family get the blessings they are looking for.



EC-Haridwar

EMPLOYEE CORNER

Laxmi (Nursing)

joined back after Maternity Leaves.

Our Nursing Staff at EC joined back her duties after completing her maternity leaves. Laxmi & her husband were blessed with a baby girl in Oct'2022 whom they have named Akshvi.

We wish the little one gets blessed with a great health.



Damyanti & her husband

celebrated their Wedding Anniversary.

Our EC2 Employee, Damyanti and her husband Pawan celebrated their Wedding Anniversary in Mar'23. Damyanti had started her career with THFEC as an MLOP intern and now she is working in EC2 as Sr. Executive Front Office.

We wish them both a very happy and bright future ahead!



Sanjay & Sarita (Our Optom duo)

shared a new experience as it was their elder daughter's first day at School.

Sanjay & Sarita experienced a new Chapter in their lives as their elder daughter, Siya started her School life. "It was a completely different experience altogether with mixed emotions as it was the first time she'll be away from home for a long time" – said Sanjay and Sarita.

Congratulations on starting a new journey of life from all of us at THFEC!

KNOW YOUR COLLEAGUE



Nidhi Dabral
GH-Senior Staff Nurse

Your date of birth :

21 June

Your favourite food:

Indian and Chinese food.

Your favourite getaway place:

Hill station always brings a sense of calmness.

Why you choose this career ?

I always wanted to help people in the way I could, and it feels satisfactory when patient get relief from illness and give us their blessings.

What do you like the most about THFH ?

THFH provides the patient with best medical facility and is also aware about the need of staff. Working hours are manageable here.

Which is your favorite past time ?

When away from work, I like to spend time with my children, improve my cooking skills and read sometimes.

Any one proud moment of your Life ?

I felt proud when I got the award of Excellence here in the month of April only for my contribution in the Nursing department of THF-GH.

Please tell us something about your family ?

I live with my in-laws and have 2 children. My husband works as an engineer and lives in Delhi



Who is your source of inspiration & role model ?

My Parents and my husband have always supported me in my decisions. So, they are my source of inspiration.

RECOGNITION

Employee of the month - GH & EC



Jaydeep Singh Rawat

GH- Incharge Radiology

Jaydeep started his career in GH as an x-Ray technician in December 2013 and has become an asset to the organization since then. For his consistent hard work and devotion in best patient care, he has been promoted as In charge of the Radiology department. He doesn't like to sit idle, so he is always keen to learn new techniques and procedures to upgrade his skills. Jaydeep also likes to travel to new places.

We wish him all the best for his success.

Puneeta Chauhan

EC-Senior Optometrist

Puneeta is the Senior and most Experienced Optometrist we have at THFEC. Apart of being hardworking and Sincere at work, she's a wonderful human being at the same time who always understands the concerns of her team with utmost calm and positive attitude.

Puneeta's hobbies are travelling to new destinations and Cooking in her spare time.

We wish Puneeta a more successful career ahead at THFEC.



RECOGNITION

Most Groomed Employee - GH & EC

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



Akanksha Rawat
GH-Executive Front office & Billing department



Prachi
EC- OPD



NEW JOINEES



Akansha Dhiman
GH-Nursing



Preeti Badola
GH-Nursing



Subham Kothiyal
GH-Nursing



Anjali Dhyani
GH-Nursing



Sheetal Bisht
GH-Nursing



Sudha
GH-Nursing



Nikita Negi
GH-Nursing

Welcome



Dr. Aakash Deep
GH-Clinical Services



Dr. Naveen
GH-Clinical services



Dr. Neetu
GH-Clinical Services



Dr. Karishma Panwar
GH-Clinical services



Dr. Vishnu Phriyaa S.R
EC-Clinical services



Dr. Neelam Sharma
GH-Medical
Administration

CELEBRATIONS

8th March 2023

Women's day & Holi celebration

Celebrating Women's day

TH

MARCH

Women's Day Celebrations

1st March to 7th March, 2023

1st March	Color Theme - Golden
Self Defence Training By ATS Squad	3:00PM
2nd March	Color Theme - Green
Panipuri Competition @cafeteria	4:00PM
3rd March	Color Theme - Red
Dedications for Women Colleagues Share your dedications @F.O box	4:00PM
4th March	Color Theme - Yellow
Grooming Session By external expert	3:00PM
6th March	Color Theme - Purple
Holi & Women's day party @cafeteria	1:00PM
7th March	Color Theme - Blue
Gift Distribution	4:00PM



CELEBRATIONS

Blue Theme



White Theme



World Optometry Day

23th March 2023



Monthly Birthday Celebration@Ec Haridwar



Check your Medical Trivia

MEDICAL QUIZ



1. THE MEDICAL TERM 'BRADYCARDIA' MEANS WHAT ?

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

2. WHICH OF THE BELOW BLOOD CELLS ARE RESPONSIBLE FOR CLOTTING?

- A Thrombocytes
- B Monocytes
- C Neutrophils
- D Phagocytes

3. A DOCTOR WHO SPECIALISES IN RENAL SYSTEM IS KNOWN AS WHAT?

- A Nephrologist
- B Neurologist
- C Gynecologist
- D Pulmonologist

4. WHAT IS THE NAME OF THE SMALLEST BONE IN HUMAN BODY?

- A Zygomatic
- B Clavicle
- C Ulna
- D Stapes

5. IN ANATOMY, OTIC RELATES TO WHICH PART OF THE HUMAN BODY?

- A Genitals
- B Ear
- C Nose
- D Eye

6. PULMONARY RELATES TO WHICH PART OF THE HUMAN BODY?

- A Lungs
- B Liver
- C Heart
- D Skin

7. WHAT IS A SPHYGMOMANOMETER USED TO MEASURE?

- A End Tidal Carbon Dioxide
- B Blood Pressure
- C Heart rate
- D Oxygen Levels

8. WHAT IS THE MAIN ORGAN INVOLVED WITH DIABETES MELLITUS?

- A Pancreas
- B Spleen
- C Liver
- D Stomach

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

DID YOU KNOW ?

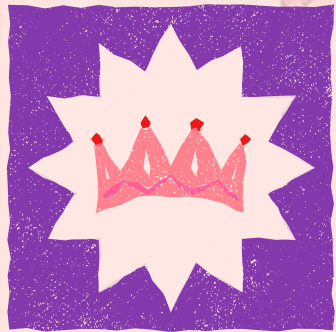


**THE EYE IS THE FASTEST MUSCLE IN
YOUR BODY -**

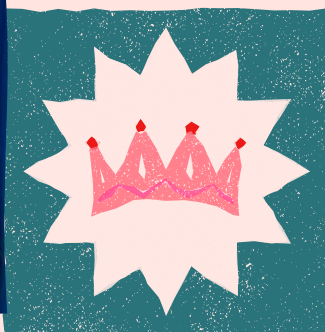
which is why we say when something happens
quickly, 'in the blink of an eye!'"



WOMEN'S DAY 7 DAYS THEME WINNERS @EC



Miss well-groomed



Miss green



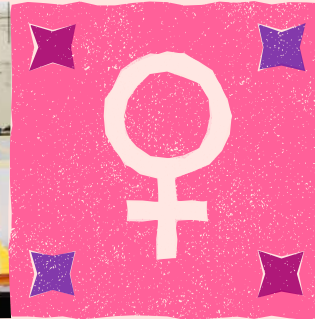
Miss rainbow



Miss bold & beautiful



Miss yellow



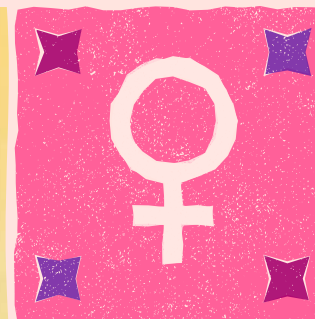
Miss Red



Miss golden



Miss holika



Miss Blue

WE PLEDGE

SERVICE IS MY RELIGION.

- I strive to meet the unique needs of each patient
I am privileged to serve with **CARE** and **EMPATHY** – every time.
- I respect the **DIGNITY** and **CONFIDENTIALITY** of others – every time.
- I own the problem and go the extra mile – every time.
- I enjoy my work.
I am a proud embodiment of **THE HANS PHILOSOPHY**.
I do my best with **DISCIPLINE, EVERYDAY** in **EVERY SITUATION** – every time.

