HDB FINANCIAL SERVICES

IMPACT ASSESSMENT REPORT

DEVELOPMENT OF IN-PATIENT WARD FOR INDIGENT PATEINTS AT BHAKTIVEDANTA HOSPITAL

Implementing Partner: Shri Chaitanya Health and Care Trust

SoulAce
Path to Sustainability

SOULACE CONSULTING PVT. LTD.

CONTENTS

01. ABBREVIATIONS

NGO   Non-Governmental Organisation

CSR   Corporate Social Responsibility

SDG   Sustainable Development Goals

02. EXECUTIVE SUMMARY

Project Background

The program has been meticulously designed to address diverse healthcare needs while fostering community engagement and inclusivity. Through a blend of robust infrastructure, compassionate care, and proactive community-centric initiatives, the program aimed to provide comprehensive healthcare services accessible to all. Stakeholder engagement and continuous improvement were central to the program's success in ensuring responsiveness towards evolving healthcare challenges and sustained efforts for enhancing service quality and efficacy.

Project Activities

Implemented comprehensive healthcare services, including primary medical care, specialized treatments, surgical interventions, and emergency care.

Conducted regular inspections and maintenance checks for infrastructure, air conditioning, partition, ceiling, electrical, and plumbing works.

Specialized in areas such as eye care, general health, and cancer screening.

Trained staff in fire safety procedures and conducted regular mock drills.

Conducted health camps at different locations within the community.

Provided essential healthcare services to underserved populations.

Implementation Year
2018-2022

Assessment Year
FY 2023-24

Beneficiaries
5,000

Project location
Mira Road, Maharashtra

Budget
₹ 3,00,00,000/-

Implementing Partner
Shri Chaitanya Health and Care Trust

SDG Goals

Design Snapshot

Project Name
Development of In-Patient Ward for Indigent Pateints at Bhaktivedanta hospital, Mira Road, Mumbai

Research Design
Descriptive research design

Sampling Methodology
Purposive and random sampling

Sample Size
25

Key
Findings

All the respondents acknowledged highly effective collaboration with specialists for delivering specialized medical services.

All the respondents ensured prompt turnaround time to address issues for smooth operations.

All the respondents confirmed of receiving positive ratings for the quality of patient care in the patient ward.

All the respondents shared positive feedback on the adequacy and up-to-dateness of medical facilities and equipment.

All the stakeholders confirmed the efficient coordination between different departments within the hospital, ensuring smooth patient transfers.

Key
Impact

Made a significant positive impact of the new hospital building on community health.

Enhanced community health literacy and promote preventive healthcare practices.

Increased accessibility and inclusivity of healthcare services for individuals from diverse socio-economic backgrounds.

Fostered a sense of trust, confidence, and satisfaction among patients and their families.

CHAPTER 3
INTRODUCTION

HDB BRANDING

Objectives of the Study

Construct, establish and operate a 45-bed in-patient ward, equipped with medical instruments and necessary infrastructure, in an upcoming start-of-art, multi-speciality hospital adjacent to an existing 200-bed facility on the Hospital compound at Srishti Complex in Mira Road, Thane.

Provide holistic and quality medical care to indigent patients at the newly constructed annexure hospital building at affordable rates and free treatment for indigent patients.

About HDB Financial Services

HDB Financial Services is dedicated to social and economic community development through various interventions, striving to empower challenged groups and integrate sustainability into its operations. Each business unit incorporates community, social, and environmental responsibilities into its activities, aligning business goals with societal well-being.

About NGO Partner

Shri Chaitanya Health and Care Trust plays a crucial role in delivering community health initiatives to rural and tribal populations in Maharashtra and Uttar Pradesh. With a strong focus on health, empowerment, livelihood, and program development, it provides comprehensive healthcare services and skill development programs to meet the diverse needs of the communities served. Through its integrated rural development initiatives, the trust ensures a holistic approach to community welfare, addressing various socio-economic challenges and promoting sustainable development. Overall, the program embodies a commitment to improving the well-being and quality of life for underserved populations through collaborative and impactful initiatives.

Background and need of the program

The need for a new hospital building was evident due to various compelling reasons. Firstly, the existing 200-bed facility operated at full capacity, resulting in the rejection of approximately 7,000-8,000 patients annually who were then redirected to other hospitals for treatment. Secondly, the absence of cancer radiation therapy services at the current facility necessitated the referral of patients to other hospitals with which tie-ups were established. Additionally, despite more than 45,000 cases of cataracts reported annually, only 28,000-30,000 surgeries were performed, emphasizing the urgent need to address the increasing demand for cataract treatment. Moreover, the hospital's proximity to a highway led to frequent emergency and casualty cases, highlighting the pressing need to expand and enhance healthcare facilities to effectively cater to the community's needs.

CHAPTER 4
RESEARCH METHODOLOGY

HDB Financial Services Ltd commissioned SoulAce to conduct an impact assessment study to evaluate the immediate and enduring impacts of the program implemented under the Infrastructure and Procurement of Medical Equipment-based CSR theme. The impact assessment study was conducted in FY 2023-24 fiscal year.

Objectives of the study

To assess the immediate and enduring impacts of the healthcare program.

To evaluate the program's effectiveness, efficiency, and sustainability in addressing critical healthcare needs within the community.

To measure the quality of healthcare services provided by the hospital.

To gauge the level of community engagement and inclusivity within the program.

To identify areas for improvement to enhance the program's overall impact and sustainability.

Definition of Research

Research can be stated as a logical and systematic search for new and useful information on a particular subject matter. Social science research refers to the systematic activity of gaining new understanding by following scientific principles and methods to minimize bias and subjectivity. It is contrary to writing something based on assumptions or speculations.

Though information on certain facts can also be gained through common sense and based on general observation and hearsay, those facts will not be considered valid until they have been obtained in a methodical manner, which can stand the test of time. The defining characteristics of scientific research are objectivity, ethical neutrality, reliability, testability, and transparency. The identification of the research problem provides the starting point of research, which is then defined and redefined through a proper review of the literature on the problem or deliberations with research experts and knowledgeable others in the subject matter of interest. Each research problem has a multitude of perspectives and dimensions, and research cannot cover all of those in a single study. Thus, we need to delimit the research problem into a 'measurable problem and formulate objectives, make decisions on the research design, sample design, type of research instruments for collecting the data, and how these data can be edited, coded, classified, tabulated, and interpreted so that findings and conclusions can be reached. Every research needs to have a proper methodology to foresee the problems that could arise in the process and steer through it in a proper direction without losing focus.

Use of Mixed Methodology for maximum insights

The research problem pertained to assessing the impact of this initiative on local communities. The project's success lies in recognizing the pressing need for integrated solutions that holistically serve humanity by providing affordable and quality health care and by offering free and concessional medical treatment to the needy sections of society.

Application of Quantitative Techniques

A quantitative study is needed when the focus is on presenting the study problem in terms of numbers, frequencies, percentages, etc. In quantitative research, standardized instruments such as questionnaires and interview schedules are employed to collect data. Though the information obtained is easily amenable to various statistical measures and tests, quantitative information has its limitations. It can uncover only the surface phenomena. It is unable to penetrate beneath the surface and identify what is hidden. In this study, structured tools like the interview schedule administered were used to assess the impact. This helped in obtaining quantifiable information.

Application of Qualitative Techniques

Qualitative research can only unravel enriched and hidden information that may not be evident on the face of it. The qualitative approach is distinguished by deeper probing and flexibility, and it can yield massive amounts of data that were not anticipated when the research was initiated. Quantitative techniques were used for better accuracy, to ensure anonymity, and, at the same time, to cover a larger sample population. Qualitative techniques of interviews with key stakeholders and interviews with community people were adopted for a better understanding of the problem alongside quantitative research.

Project Evaluation Framework

After the collection of relevant information and perceptions through interviews, the OECD framework would be followed/applied. It has six evaluation criteria - relevance, coherence, efficiency, effectiveness, impact, and sustainability for each of the indicators.

Ensuring Triangulation

Triangulation was needed to increase the credibility and validity of the research findings. It was also a measure taken to ensure the trustworthiness of the research process. The findings of the quantitative research have been verified with the insights from qualitative research, and the report has also been structured to reflect this point.

Research Design

Name of the project

Provide holistic and quality medical care to indigent patients at 45 bedded in-patient ward at the newly constructed annex hospital building at affordable rates / free treatment

Implementing agency

Shri Chaitanya Health and Care Trust

Research design used

Descriptive research design

Sampling Technique

Purposive and stratified random sampling

Sample Size

25

Key Stakeholders

Medical and para-medical staff and Management of the hospital

Families of the patients

CSR project team

Study Tools

SoulAce has developed a mobile application platform for quantitative data collection. The field team used this app to undertake the study. This application has real-time data entry and data upload features with GPS location details along with a questionnaire for interaction with the project beneficiaries; the application has a provision to take pictures of each respondent.

Primary data was collected using two types of questionnaires.

Questionnaire for Primary Beneficiaries:
Structured questionnaires were developed, the project details for each of the focus areas were reviewed, and indicators were pre-defined before conducting the surveys.

Questionnaire for Secondary Beneficiaries and Stakeholders:
Semi-structured questionnaires were developed for each type of sample of this group. Stakeholders were identified across the focus areas.

One-on-one discussions were done with beneficiaries to prepare case studies.

Ensuring Commitment to Research Ethics

Anonymity
Anonymity refers to not revealing the identity of the respondents. This research study strictly sticks to not revealing the identity of respondents unless the same is warranted for the illustration of success stories or case studies. After the research was completed, the study did not reveal which individual respondents answered which question in what manner. The results were revealed only as an aggregate, so no one could single out a particular respondent's identity. This was required to not break the respondent's trust by not revealing the individual identity.

Confidentiality
Research subjects participate in the process only based on the trust that confidentiality is maintained. Hence, the research would not reveal any data regarding the respondents for purposes other than the research study.

Non-Maleficence
Research would not lead to harm to the research subjects. This study ensured that the respondents were not harmed in any way.

Beneficence
Any research study should lead to some benefits for the respondent. This research study also ensures that individuals, groups, and communities benefit and enhance their well-being.

Justice
Justice refers to being fair to all. This research study ensures equal treatment of all its research subjects and no biases or prejudices towards any group based on social stereotypes or stigma associated with being a member of a certain group or class.

CHAPTER 5
KEY STUDY FINDINGS AND IMPACT

The chapter explores the partnership between HDB Financial Services Ltd and Shri Chaitanya Health and Care Trust, focusing on the infrastructure support provided to enhance medical care for indigent patients. The hospital's holistic healthcare program aimed to address diverse needs while promoting community engagement and inclusivity. Key project activities included implementing comprehensive healthcare services, conducting maintenance checks, and offering specialized treatments like eye care and cancer screening. The study evaluates the impact of this program on community health, emphasizing effectiveness, accessibility, and inclusivity. It also discusses the project's alignment with Sustainable Development Goals and its significance in addressing local healthcare challenges. Additionally, the chapter highlights stakeholder engagement, impact assessment methodologies, and recommendations for further enhancing the program's sustainability and outreach efforts.

Geographical Coverage
Rural & Tribal population of Maharashtra

Outreach and inclusivity
People from marginalized communities with different kinds of ailments, including cancer care and other critical health conditions.

Demography of beneficiary population

The qualitative survey revealed that the beneficiaries of the Shri Chaitanya Health and Care Trust program encompassed a diverse demographic profile. Coming from both urban and semi-urban communities, the age range of the beneficiaries spanned from young adults to middle-aged individuals, with a notable representation in the 18-55 age group. Occupationally, beneficiaries included both salaried employees and individuals engaged in small-term businesses that reflected a broad spectrum of socio-economic backgrounds. Family sizes typically ranged from 4 to 6 members, while the average monthly income of their households fell within the range of Rs 10,001-15,000. Overall, this demographic analysis portrayed a diverse beneficiary population that benefitted from the hospital program's services.

RECEPTION AREA OF 45 BEDED IN-PATIENT WARD

6. Pre-Intervention

HIGH PATIENT VOLUME

The hospital's previous 200-bed facility operated at full capacity, resulting in the rejection of approximately 7000-8000 patients annually due to limited bed availability. This indicated a significant demand for healthcare services in the area, leading to longer wait times and reduced accessibility to medical care for some patients.

LACK OF SPECIALIZED SERVICES

The absence of cancer radiation therapy services at the previous facility necessitated redirecting patients needing such treatment to other hospitals with which tie-ups were established. This created inconvenience and added logistical challenges for patients needing specialized cancer care within the hospital's premises.

UNMET DEMAND FOR CATARACT SURGERIES

Despite a notable prevalence of cataract cases in the community, only a fraction of affected individuals (28,000-30,000 out of 45,000) received surgical intervention annually at the previous facility. This highlighted a disparity between the demand for cataract surgeries and the facility's capacity to meet it, emphasising the need for expanded surgical services or enhanced collaboration with other healthcare providers to address this gap effectively.

HIGH INCIDENCE OF EMERGENCY CASES

Situated near a highway, the hospital previously experienced a frequent influx of emergency and casualty cases, which reflected a high occurrence of accidents or medical emergencies in the surrounding area. This underscored the hospital's pivotal role as a frontline healthcare provider to address acute healthcare needs within the community.

PATIENT EXPERIENCE

Patients have faced challenges related to the quality of care, amenities, and overall patient experience, which have impacted their satisfaction and well-being during their healthcare journey.

COMMUNITY ENGAGEMENT

There have been limited community engagement initiatives, awareness programs, and outreach activities, which have resulted in lower community health literacy and preventive healthcare practices.

7. Key Program
Inputs and Activities

COMPREHENSIVE HEALTHCARE SERVICES IMPLEMENTATION

- Provision of primary medical care, specialized treatments, surgical interventions, and emergency care was implemented.
- The hospital addressed preventive and curative aspects of healthcare.

INFRASTRUCTURE AND FACILITY MAINTENANCE

- Regular inspections and maintenance checks were conducted.
- Optimal functioning and safety of critical systems and components were ensured.
- Air conditioning, partition, ceiling, electrical, and plumbing works were maintained.
- Anti-glare sheets were installed on LED lights, and wall protectors were put in place.
- Staff were trained in fire safety procedures, and regular mock drills were conducted.

HEALTH AWARENESS PROGRAMS AND COMMUNITY HEALTH OUTREACH INITIATIVES

- Health camps were conducted at different locations within the community.
- Specialized areas included eye care, general health, and cancer screening.
- Essential healthcare services were provided to underserved populations.
- Early detection of health conditions was facilitated.

EFFECTIVE COMMUNICATION CHANNELS AND FEEDBACK MECHANISMS

- Open and transparent communication channels among stakeholders were established.
- Insights, suggestions, and concerns from patients, families, and staff were gathered.

"My son, Saiesh, suffered from a brain haemorrhage due to an accident, and he is currently recovering at Shri Chaitanya Health and Care Trust. I have been actively involved in his participation in the program, and I've observed a moderate improvement in his health condition since his admission. The accessibility of medical care provided by the hospital is satisfactory, and I believe it has made a significant impact on the broader community. The staff and doctors' behaviour are excellent, and Dr. Raghvendra is treating patients exceptionally well."

- Vivek Patil, Beneficiary Father, Virar

CHAPTER 8
KEY PROJECT IMPACT

Shri Chaitanya Health and Care Trust has successfully implemented comprehensive healthcare services aimed at addressing both preventive and curative aspects of healthcare. Through various initiatives such as health awareness programs, community health outreach, and regular health camps, the trust has catered to the medical needs of individuals across different demographics. The research study showed the impact created across the following indicators because of the HDB-supported initiative.

COMPREHENSIVE HEALTHCARE ECOSYSTEM

The hospital's commitment to delivering comprehensive healthcare services was evident across various dimensions. From primary medical care to specialized treatments, the hospital catered to a wide spectrum of healthcare needs and ensured that the beneficiaries received timely and effective interventions.
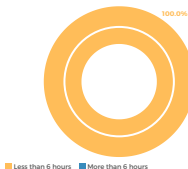
I. EFFECTIVE COLLABORATION FOR SPECIALIZED SERVICES
II. TURNAROUND TIME TO ADDRESS ISSUES

CHART 1: LEVEL OF EFFECTIVENESS IN COLLABORATION WITH SPECIALISTS IN DELIVERING SPECIALIZED MEDICAL SERVICES
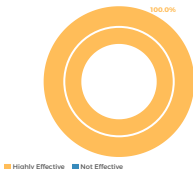
CHART 2: TURN AROUND TIME TO ADDRESS THE ISSUES

100.0%

■ Highly Effective   ■ Not Effective

100.0%

■ Less than 6 hours   ■ More than 6 hours

Regarding the level of effectiveness in collaboration with specialists, the agreement among respondents that collaboration was highly effective demonstrates a strong teamwork culture within the hospital, which is crucial for delivering specialized medical services effectively. This highlighted a positive organizational culture that valued interdisciplinary collaboration for the benefit of patient care. Subsequently, the study showed that the quick turnaround time to address issues, with all respondents reporting a response time of less than 6 hours, indicates a proactive approach to problem-solving within the hospital. This efficiency in addressing issues promptly is likely to contribute to smoother operations and better patient outcomes.

LIST OF PANEL DOCTORS

ACCESSIBILITY AND AFFORDABILITY

One of the pivotal aspects of the hospital's success was its focus on making healthcare accessible and affordable. Patients from diverse socio-economic backgrounds benefitted from the hospital's services without encountering significant financial burdens. This inclusivity fostered a sense of belongingness and trust within the community.

"I was admitted to the hospital on 16th January 2024 for 4 days. The medical services provided at Shri Chaitanya Health and Care Trust were somewhat affordable, and the quality of care in the new bed in-patient ward was very good. I didn't face any challenges with the availability of beds, and the waiting time was minimal. The beds in the ward were very comfortable, and I appreciated the comprehensive eye care facility for cataract surgeries. During my stay, I received counselling support, dietary support, and adequate nursing care. Overall, everything was up to the mark, and I would definitely recommend this hospital to others."

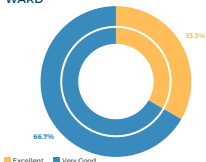**- Usha Dhabade (Patient), Lonavala**

QUALITY OF CARE AND PATIENT EXPERIENCE

## I. QUALITY OF PATIENT CARE
II. UP-TO-DATE FACILITIES
III. QUALITY AND FUNCTIONALITY OF MEDICAL INSTRUMENTS
IV. LEVEL OF EFFECTIVENESS OF THE COLLABORATION

CHART 3: QUALITY OF PATIENT CARE PROVIDED IN THE 45-BED IN-PATIENT WARD

33.3%
66.7%

Excellent   Very Good

CHART 5: QUALITY AND FUNCTIONALITY OF THE MEDICAL INSTRUMENTS AND INFRASTRUCTURE IN THE NEW WARD

100.0%

Excellent   Poor
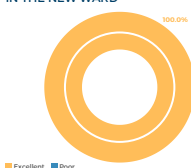
CHART 4: WHETHER MEDICAL FACILITIES AND EQUIPMENT IN THE HOSPITAL BUILDING ARE ADEQUATE AND

100.0%

Yes   No
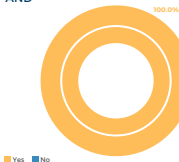
CHART 6: LEVEL OF EFFECTIVENESS OF THE COLLABORATION AND COMMUNICATION BEEN AMONG THE MEDICAL STAFF IN ENSURING SEAMLESS PATIENT CARE

100.0%

Very Effective   Not Effective
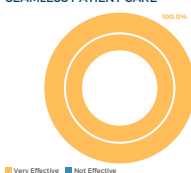
In terms of patient care provided in the new in-patient ward, the majority of respondents rated the quality as either excellent or very good. This suggested a high standard of care delivery within the ward that reflected positively on the hospital's medical staff and infrastructure. The feedback from respondents regarding the adequacy and up-to-date medical facilities and equipment in the hospital building was positive, indicating that the hospital was well-equipped to meet the medical needs of its patients, which fostered trust and confidence among both patients and staff.

"As a witness to my wife's healing journey at Bhaktivedanta Hospital, I am profoundly grateful for the positive impact it has had on our lives. The program's emphasis on community health and inclusivity resonates deeply with our values, and we have seen firsthand the transformative power of accessible and compassionate healthcare. The hospital's holistic approach, coupled with effective communication channels, instilled a sense of trust and confidence among patients and their families."

- Somnath Suresh Dhabade, Beneficiary Husband, Lonavala.

PATIENTS WAITING AREA

The qualitative feedback gathered from beneficiaries underscored the hospital's commitment to deliver high-quality care. Patients not only received medical treatment but also experienced a compassionate and supportive environment conducive to healing. The beneficiaries' and their families' positive acknowledgement of the medical care and amenities reflected the hospital's dedication to ensuring a comfortable and reassuring experience for patients and their families.
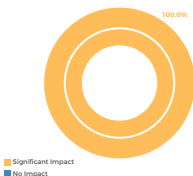
IMPACT ON COMMUNITY HEALTH

I. IMPACT ON COMMUNITY HEALTH
II. OUTREACH PROGRAMS AS CONDUCTED BY THE HOSPITAL

CHART 7: LEVEL OF IMPACT OF THE NEW HOSPITAL BUILDING ON COMMUNITY HEALTH

100.0%

- Significant Impact
- No Impact

CHART 8: WHETHER THERE HAS BEEN ANY COMMUNITY HEALTH OUTREACH PROGRAMS CONDUCTED BY THE HOSPITAL?

100.0%

- Yes
- No
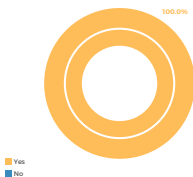
The level of impact of the new hospital building on community health was reported as significant by all respondents. The infrastructure and services provided by the new building addressed critical healthcare needs within the community and resulted in tangible improvements in overall health outcomes. Furthermore, all respondents confirmed that the hospital has conducted community health outreach programs. This proactive approach demonstrated the hospital's commitment to engage with the community beyond clinical settings and address broader public health concerns.

These outreach programs likely played a crucial role in promoting preventive healthcare practices and providing essential services to underserved populations. The stakeholders acknowledged the program's broader impact and emphasized its role in fostering healthier communities.

OUT PATIENT AREA

"I've been involved in the implementation of the healthcare program at Shri Chaitanya Health and Care Trust since its inception. I believe the program aligns strongly with its principal objectives, and the collaboration with specialists in delivering specialized medical services has been highly effective. There are ongoing training and development opportunities for healthcare personnel, and we haven't encountered any issues related to the maintenance or functionality of medical instruments and equipment in the ward. Based on my observations, the quality of patient care provided in the 45-bed in-patient ward is excellent."
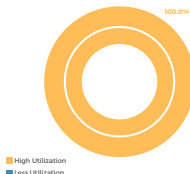
– Prerna, Nurse, Mira Road.

NURSE PREMA

STAKEHOLDER ENGAGEMENT AND SATISFACTION

I. EXTENT OF UTILIZATION OF THE NEW BED-IN-PATIENT WARD
II. TYPE OF FEEDBACK RECEIVED FROM PATIENTS

CHART 9: EXTENT OF UTILIZATION OF THE NEW BED-IN-PATIENT WARD BEEN SINCE ITS ESTABLISHMENT

100.0%

- High Utilization
- Less Utilization

The active involvement of beneficiaries, their families, and healthcare personnel ensured that the program remained responsive to evolving healthcare needs. Interviews with the stakeholders highlighted the program's effectiveness in fostering satisfaction and collaboration among stakeholders, ultimately enhancing patient outcomes.

CHART 10: TYPE OF FEEDBACK RECEIVED FROM PATIENTS REGARDING THE NEW HOSPITAL BUILDING

100.0%

- Positive Feedback
- Negative Feedback

"As a doctor specializing in general medicine, I've recently joined Shri Chaitanya Health and Care Trust. I believe the program aligns strongly with its principal objectives, and the collaboration with specialists in delivering specialized medical services has been highly effective. There haven't been any issues related to the maintenance or functionality of medical instruments and equipment in the ward, and the turnaround time to address any issues is less than 6 hours. In my view, the medical facilities and equipment in the hospital building are adequate and up-to-date."

- Dr. Harikrishna Sharma, General Medicine Doctor, Mira Road.

The high utilization of the new in-patient ward since its establishment underscored the importance and necessity of this facility within the hospital. It suggested effective resource allocation and capacity management to meet the demand for in-patient services.

The feedback from patients regarding the new hospital building is overwhelmingly positive, with all respondents reporting positive feedback. This indicates a high level of satisfaction among patients with the facilities and amenities provided by the new building, suggesting that it meets or exceeds their expectations.

CONTINUOUS IMPROVEMENT AND FUTURE PROSPECTS

While the hospital has garnered accolades for its exemplary service delivery, it remained committed to a culture of continuous improvement. Feedback mechanisms, training opportunities for healthcare personnel, and robust infrastructure maintenance protocols exemplified the hospital's proactive approach to enhancing service quality and efficacy. Stakeholders expressed optimism about the hospital's future prospects and emphasized the need for sustained efforts to meet evolving healthcare challenges.

"I've been involved in the implementation of the program at Shri Chaitanya Health and Care Trust since October 2019. I rate the effectiveness of the program as highly effective, and we've faced challenges related to government regulations and construction delays due to COVID, which we've successfully mitigated. The community response to the program's initiatives and activities has been very positive, and the positive changes brought about by the program are highly sustainable."

- Chandrahas Naphade, Sr. Project Executive, Thane.

IMPACT CREATED ACROSS MULTIPLE LEVELS

The impact of the program extended across multiple levels, from individual well-being to national health indicators, and thus highlighted its significance in promoting health equity and sustainable development.

INDIVIDUAL LEVEL

- Improved access to specialized medical services leads to better health outcomes for individuals with diverse health conditions.
- Enhanced quality of patient care and positive patient experiences, resulting in improved overall well-being and satisfaction.

HOUSEHOLD LEVEL

- Reduced financial burden on households due to affordable and accessible healthcare services, contributing to improved financial stability.
- Improved health outcomes for family members, leading to a healthier and more productive household.

COLLECTIVE LEVEL

- Strengthened social cohesion and solidarity within communities through shared access to healthcare resources and services.
- Increased collaboration and coordination among healthcare stakeholders, leading to a more integrated and efficient healthcare delivery system.

COMMUNITY LEVEL

- Enhanced community resilience to health challenges through collective efforts to address healthcare needs and promote preventive practices.
- Reduced disparities in healthcare access and outcomes, leading to a more equitable distribution of health resources within the community.

STATE LEVEL

- Reduced burden on the state healthcare system by addressing healthcare needs at the community level, leading to more efficient resource allocation.
- Enhanced reputation of the state in providing quality healthcare services, leading to increased investor confidence and economic development.

NATIONAL LEVEL

- Improved national health outcomes through the cumulative impact of successful healthcare programs across states.
- Strengthened healthcare infrastructure and human resources, contributing to the overall resilience of the national healthcare system.
- Increased national productivity and economic growth due to a healthier population and reduced healthcare costs associated with preventable diseases.

SUSTAINABILITY

RESILIENT INFRASTRUCTURE

- Regular maintenance and upkeep of facilities and equipment.
- Preparation for and adaptation to potential disasters or emergencies.

COMMUNITY INVOLVEMENT AND OWNERSHIP

- Engagement of community members in program planning and decision-making.
- Fostering a sense of ownership and responsibility among community stakeholders.
- Empowering communities to take leadership roles in program initiatives.

COLLABORATION WITH LOCAL GOVERNANCE

- Establishing partnerships with local government entities for program support and alignment.
- Advocating for community health priorities within local governance structures.
- Promoting transparency and accountability in program implementation through collaboration with local authorities.

11. OECD FRAMEWORK

Relevance

The program addressed critical healthcare needs within the community, making it highly relevant and impactful. By offering comprehensive healthcare services, including primary medical care, specialized treatments, and emergency interventions, the program catered to the strongly felt needs of the target community. Moreover, the program's inclusivity ensured coverage of diverse socio-economic backgrounds, including marginalized groups and reflected its sensitivity to local needs and priorities. Overall, by addressing relevant health issues and target groups within the community, the Shri Chaitanya Health and Care Trust demonstrated clear alignment with local needs, making it a relevant and impactful endeavour.

Coherence

The program aligned with the following Sustainable Development Goals (SDGs):

- SDG 3 – Good Health and Well-being

Indicator 3.8.1: Coverage of essential health services (defined as the average coverage of essential services based on tracer interventions that include reproductive, maternal, newborn and child health, infectious diseases, non-communicable diseases and service capacity and access, among the general and the most disadvantaged population)

- SDG 10 – Reduced Inequality

Indicator 10.3 Ensure equal opportunity and reduce inequalities of outcome

- SDG 17 – Partnerships for the Goals

Indicator 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

Effectiveness

The program implemented by Shri Chaitanya Health and Care Trust demonstrated remarkable effectiveness in meeting its primary goals and objectives. This was evidenced by positive feedback from beneficiaries, stakeholders, and community members, highlighting the program's impact on overall health outcomes. Additionally, the program met its intended outcomes as measured by established performance indicators, including high patient satisfaction rates and efficient coordination among medical staff. Stakeholders agreed on the quality of care provided, the impact on community health, and alignment with broader healthcare priorities, affirming the program's effectiveness. The program effectively delivered comprehensive and accessible healthcare services to the community.

Index : 5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

Efficiency

The project's design rationale was clear and well-defined, aligning with the organization's mission to provide comprehensive healthcare services to the community. The hospital established a well-defined organizational structure with clear roles and responsibilities assigned to staff, ensuring effective coordination and implementation of activities. The project demonstrated efficiency by achieving expected outcomes within the intended timeframe, as evidenced by the successful implementation of healthcare programs and initiatives. Overall, the CSR project exhibited efficiency in its design, resource utilization, timely delivery of outcomes, and community engagement and maximized the impact of healthcare services.

Impact

The establishment of resilient infrastructure ensured sustained benefits for future generations and contributed to long-term community well-being. There was clear evidence of increased awareness about healthcare issues, with widespread acceptance of the intervention's goals and strong support from influential stakeholders. The program catalyzed positive changes in the socio-economic conditions of beneficiaries, leading to improved livelihoods and overall quality of life. Overall, the program generated a lasting and multifaceted impact, addressing immediate healthcare needs while driving positive systemic changes for sustainable community development.

Sustainability

There was high satisfaction and engagement among beneficiaries, indicating a strong sense of ownership and commitment to the program's activities. This contributed to reducing inequality and promoting social inclusion by ensuring that marginalized groups had a voice in healthcare decision-making. The program leveraged existing community structures and networks, enhancing its reach and effectiveness. These aspects collectively contributed to the program's sustainability by fostering resilience, community ownership, and long-term impact.

EVALUATION CRITERIA

Relevance   Coherence   Effectiveness   Efficiency   Impact   Sustainability

Index :   5 Points - Very High ; 4 Points - High ; 3 Points - Moderate ; 2 Points - Low ; 1 Point - Very Low

CHAPTER 12

WAY FORWARD

Based on the evaluation of the program, several indicators could be addressed to further enhance its impact and sustainability.

EXPANSION OF OUTREACH EFFORTS

The program could greatly benefit from expanding its outreach efforts to reach more underserved communities and remote areas. This expansion would ensure equitable access to healthcare services, particularly for those in geographically isolated regions who may face barriers to accessing medical care. As per the discussions with the stakeholders, for future improvements, an integrated medicine approach could be implemented for better patient health.

CONTINUOUS MONITORING AND EVALUATION

Continuous monitoring and evaluation of the program's performance, along with feedback mechanisms from beneficiaries and stakeholders, are critical. This ongoing assessment will provide valuable insights to inform improvements and adaptations, ensuring that the program remains responsive to evolving healthcare needs.

INTEGRATION OF TECHNOLOGY-DRIVEN SOLUTIONS

Integrating technology-driven solutions and innovative healthcare delivery models can significantly enhance the program's efficiency, effectiveness, and reach. By leveraging technology, the program can maximize its impact and sustainability in the long run, ultimately improving healthcare outcomes for patients.

PSYCHOLOGICAL COUNSELLING AND SUPPORT GROUP FORMATION

Introducing psychological counselling services and establishing support groups within the program would provide essential emotional support to patients and their families. Psychological counselling sessions can help boost morale and provide coping mechanisms, while support groups offer opportunities for shared experiences and emotional support, ultimately improving mental health outcomes for patients and families.

CHAPTER 13
CONCLUSION

In conclusion, the healthcare program implemented by Shri Chaitanya Health and Care Trust demonstrated exceptional relevance, coherence, effectiveness, efficiency, impact, and sustainability in addressing critical healthcare needs. Through a comprehensive approach that prioritized inclusivity, stakeholder engagement, and continuous improvement, the program significantly contributed to improving community health outcomes, enhancing healthcare accessibility, and promoting preventive healthcare practices. The program's alignment with Sustainable Development Goals, strong stakeholder collaboration, and tangible positive impacts underscored its effectiveness and relevance in addressing local healthcare challenges. Moreover, the program's sustainable design and community-driven approach ensured its long-term viability and resilience in meeting evolving healthcare needs, thereby making a meaningful contribution to sustainable community development.