



NEWSLETTER

DR SHROFF'S CHARITY EYE HOSPITAL



INDEPENDENCE DAY CELEBRATION AT SCEH

No matter where we are, doesn't the sight of our national flag, fill us all with pride, with a sense of belonging, with a sense of calling something our own?

We here at SCEH celebrated the 75th independence day with a similar pride in

"FREEDOM IS MEANINGLESS IF PEOPLE CANNOT PUT FOOD IN THEIR STOMACHS, IF THEY CAN HAVE NO SHELTER, IF ILLITERACY AND DISEASE CONTINUE TO DOG THEM"

-NELSON MANDELA

our chest and with a sense of contentment of being able to contribute whatever little we can, as a service to this country.

The **saffron** colour of our national flag stands for strength and courage representing the strength of our people who work tirelessly for the sake of the patients, the **white** colour stands for peace and truth, the promise of treating our patients truthfully, honestly, and to the best of our capacity, and the **green** colour stands for growth and auspiciousness, the development of the impact our services have on the community.

SCEH celebrated Independence Day with flag hoisting in all its centres and with the promise of working with dedication, and honesty and constantly striving to do better.

BHOOMI POOJAN



To seek the blessings of the Almighty and the divine forces, we performed the Bhoomi poojan ritual on 10th August 2022 during the Foundation Stone laying ceremony of **Vimala Ishwar Eye Hospital and Research Institute** at Mukarampur, Shahjahanpur.

This new hospital and research institute is a collaboration of SCEH with Dr. G.D. Agrawal, which he has dedicated to the memory of his parents. Doctors and staff from Delhi and Mohammadi centre graced the occasion. The institution in addition to providing essential eye care services, will also do eye-related research work, education and training. Dr G.D. Agrawal said that with the support of SCEH, this institute would improve the quality of medical practice and provide advanced facilities which will be easily accessible to the community.

Dr. Umang Mathur, Executive Director, SCEH, said that with the opening of this institute in Mukarampur, Shahjahanpur, the general public would not need to go out of the city for treatment. The hospital will provide all eye-related facilities, from examination, surgeries, and timely referral to employment opportunities. It will provide education and job opportunities to adolescent girls who belong to low-income families.

This institute, along with providing eye care, training and education, will also work towards women empowerment.



CATARACT SYMPOSIUM

Dr. Rishabh Gupta, 3rd year DNB resident, presented his cataract surgical video at Wisconsin global cataract symposium under the moderation of Dr. Julie Pegu held on 15th August. The seminar was attended by over 100 doctors worldwide and many doctors from SCEH as well.



The department of Pediatric ophthalmology, strabismus and neuro-ophthalmology conducted a national-level workshop on orthoptics and binocular vision therapy.

It saw the enthusiastic participation of candidates from all over the country, from students to busy private practitioners—the course comprised of didactic pre-course lectures and hands-on learning with live demonstrations on patients. The binocular vision therapy facility was well appreciated and gave an excellent start to the participants to help the non-surgical patients at their end.

It ended with a formative assessment by the head of the department and the awarding of participation certificates.

After the massive success of this workshop, which received great feedback from the participants, the department has planned to conduct the second workshop in October.

ORTHOPTICS WORKSHOP



STRUCTURED PROBLEM SOLVING PROCESS



Team Name: - Project Neev

Team Members:-

- Dr. Nupur Gupta (Sponsor)
- Mr. Yogesh Yadav (Spokesperson & Member)
- Mr. Charan Massey (Member)

As one of the leading eye care hospitals catering to over a thousand patients each day, it is very important to have proper processes

for patient handling, so patients do not have to spend unnecessary time in the hospital. During Specialty Days (SD) & Direct Patient Pick-up (DPP) (Vision Centre's Pick-up) days, the OPD Process time (Time spent by the patient) at Alwar centre usually took 90 minutes more than the regular days.

The team applied the SPS intervention method to identify the core issue and successfully addressed the problem. Now they have installed a dedicated appointment counter using a slotting system for crowd management of OPD patients. They have also initiated the "appointments through call" through display boards with a contact number on them. This has significantly reduced the waiting time for the patients and has greatly contributed to crowd management on all working days.

The team is also working on solving the second structured problem at Vision Centres for problems related to patient follow-ups. To address the issues, they have implemented a process flow and rendered relevant training to the VC team to manage and monitor pending patient follow-ups. Their target is to meet a 90% follow-up rate, whilst they have already achieved about 85%-86% during August 2022.

Mr. Yogesh Yadav (Assist Officer-Quality & Data) is currently managing both ongoing projects.

COMBAT BLINDNESS INTERNATIONAL AND SCEH



Combat Blindness
INTERNATIONAL



CBI and SCEH have a collaborative relationship spanning decades. From supporting SCEH in a multitude of ways to propel the young women being trained as Certified Ophthalmic Paramedics, to initiating Project Aadya, CBI has exemplified their commitment to the empowerment of women.

Implemented in 2022, Project Aadya focuses on women volunteers, training them to screen people for visual impairment and providing near vision glasses to those needing the same at very reasonable costs. A one-of-its-kind venture, Project Aadya chooses women volunteers of all ages, including those with children, paying them a fixed monthly stipend plus incentives to enable economic independence while at the same time providing a flexible work environment wherein the screeners, who have families and children, can make their work timings based on their convenience. The screeners are encouraged to work in and around the villages where they reside in a bid to make the activity more convenient for them and at the same time, build trust in the community regarding the services provisioned through the hospital network due to the familiarity of the screeners with the residents. For now, the project has been implemented in the Saharanpur region of the SCEH network, and as of July 2022, the 35 women have together screened over one lakh twenty thousand individuals.

In fact, there have been instances where the patients referred to the vision center or hospital by the screener have requested the lady in question to accompany them, a testament to their faith and trust in their abilities. In the long run, these well-trained and financially independent working women can become eyecare ambassadors in their regions and prominent role models for the young girls and women in their communities. Once again, CBI and SCEH have created an outcome more than the sum of their parts, a virtuous cycle for empowerment and development, in line with the respective missions and visions of both organisations.

To discuss this close collaboration and the fruits of its endeavours, we hear from Ms. Reena Chandra, head of CBI.



CBI has collaborated with SCEH for quite a long time; how has that experience been?

RC: Combat Blindness International has collaborated with Dr Shroff's Charity Eye Hospital for over 20 years. It has been a wonderful experience for our founder, Dr Suresh Chandra, myself, and the CBI family. Every project has started in a candid, transparent collaboration, all with the single mind that our work supports the patients and community that SCEH serves. It has been satisfying to see SCEH grow and thrive. In particular, we are very proud of our collaboration with SCEH in supporting the Certified Ophthalmic Technician program and our new Aadya Initiative.

What are the core values of SCEH that resonated with you at CBI?

RC: It is clear to me, and CBI as an organisation, that the people at SCEH are committed to serving those less fortunate by providing the best care in the region. It has also been rewarding to see the focus on education and training grow, ensuring that the best, most skilled professionals are available to the community. These values are exemplified at the top with the then leadership of Mr Arora and are continued today under Dr Umang Mathur's leadership.

What have your critical takeaways been during this journey?

RC: At CBI, we discuss partnering with the same "DNA" as us. SCEH demonstrates this daily in their commitment to serving the community. SCEH has been a fantastic partner, and we are very proud of the programs we have developed and implemented together.

How do you see this bond between CBI and SCEH growing in the future?

RC: The relationship we have developed with SCEH gives us the confidence to continue to explore new ways to serve our patients comprehensively and efficiently. The Aadya Initiative is one such program that has the potential to change how we serve rural communities but also empower young women in a new direction from the Certified Ophthalmic Technician program, yet still expanding SCEH's reach.



Written by Ms. Ishaana Sood;
Edited by Dr. Shalinder Sabherwal

SCEH AND DGFG COLLABORATION ENHANCING EYE DONATION IN NORTH INDIA



SCEH eye bank and the German Society for Tissue Transplantation (DGFG) collaborated on a project following their vision to contribute to the eradication of avoidable blindness in the country. The Eye Bank team from SCEH, including Dr. Manisha Acharya, Dr. Virender

Sangwan & Mr. Surender Dixit attended the event. The visit covered some important aspects like – training on Descemet Membrane Endothelial Keratoplasty (DMEK) pre-cut preparation, development of a software program for tissue distribution and collaboration for PhD student's project.

This collaboration aims to enhance cornea donation and the eye bank's infrastructure by developing a concept for an electronic database that allows faster monitoring and evaluation of the processes and better data management in the eye bank. The number of cornea donations will increase by establishing new eye collection centres integrated into the existing infrastructures of SCEH.

Both partners will benefit from mutual on-site visits and exchanging best practices in eye donation, banking and research.

This project is an excellent example of how strong and sustainable relationships can be built across the globe, improving cornea donations to help corneal blind patients.

A NEW TABLE TENNIS TABLE FOR SCEH

All work and no play makes Jack a dull boy. And we, here at SCEH, believe in the importance of extra-curricular activities. After a month-long badminton tournament, we have a table tennis table ready for the next round of the sports fiesta.



COUNSELLING CLASSES IN MOHAMMADI CENTER



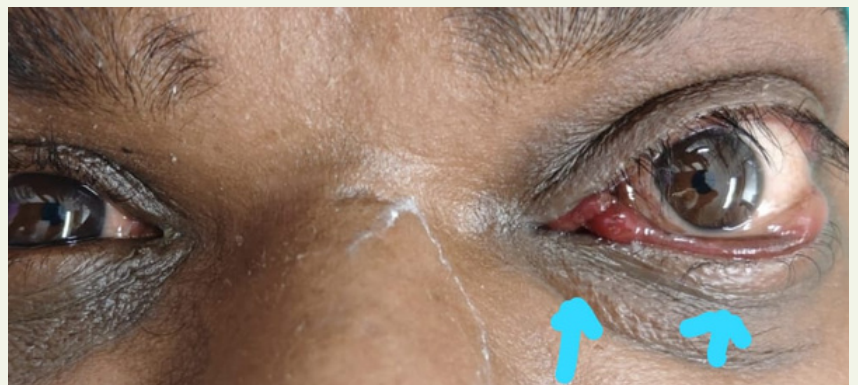
Mr. Anil Thakur arranged classes on counselling at SCEH Mohammadi. He trained the counsellors about the types of cataract surgery, available intraocular lenses and how to differentiate between different lens materials. He also worked on the communication skills of the new counsellors

and briefed them about patient assessment. After all, soft skills are the most essential skill for a counsellor.

PATIENT STORY

Loss of vision following a naso-sinal disease spreading to his eye, this farmer's life came crashing down. He felt devastated with two other brothers to feed in the family and an ageing father. The disease had already started invading his brain. He underwent transnasal endoscopic surgery of the eye. The operating surgeon found that his other eye was also getting involved during surgery. So both sides were operated. One by one, and four weeks later, his vision has returned to normal. We thought we would have to remove his eye through orbital exenteration, and he might also lose the other eye because the other eye's involvement was also noted during surgery. But we managed to salvage the eyes and vision by endoscopic sinus clearance and orbital decompression. The patient is now a happy man, and he is extremely grateful.

-Dr. Nishi Gupta



HUMANS OF SCEH

Previously, I worked in Venu Eye Hospital, Delhi. It was a permanent job, and I was content with it.

Then my father got diagnosed with liver cirrhosis, and I had to leave my job to be able to take care of him.

At that time, a friend told me about SCEH Mohammadi, which changed my life for good.

I joined SCEH in 2011 when it was a small hospital with an average number of outpatients of around 40 a day and six surgeries daily. I have seen this hospital grow exponentially over the years, and I am incredibly proud to be part of it. This hospital has allowed me to work in my town, where I can be with my family and care for them; it has also helped me grow in my career.

Before coming here, I only knew refraction as a skill, but now I can perform different diagnostic tests like OCT and VFA. I am also the ORP and Vision centre head. I look after the training of COPs and clinical and operational work of vision centres. When I am at work, my plate is full.

I am involved with multiple projects like sight savers, PEEK, and door-to-door patient screening.



I had never imagined when I had left my job in Delhi that I would get an opportunity to do such high-quality work while living in my town.

I look forward to witnessing and being a small part of the enormous change this hospital will bring to society in years to come.

-**Mohd. Javed**, senior optometrist. SCEH Mohammadi

(Contributed by Dr Natasha Koul, Consultant, SCEH Mohammadi)

Compiled by the Editorial Board: Dr. Umang Mathur, Dr. Monica Gandhi, Dr. Abha Gaur, Dr. Isha Chaudhari, Ms. Toralli Gohain