

# NEWSLETTER

Dr Shroff's Charity Eye Hospital

## INAUGURATION OF THE NEW SAHARANPUR BUILDING

**“Without continual growth and progress, such words as improvement, achievement, and success have no meaning” – Benjamin Franklin**

SCEH again spread its wings far and wide with the inauguration of the new building of the Saharanpur branch on 23rd June 2022.

It is a pre-engineered construction and uses PUF Insulated Sandwich panels and decking sheets for wall roofs and floors. The hospital has the facility of operation theatres, wards, and OPD rooms with a spacious waiting area. As opposed to a conventional construction which takes much longer, a pre-fabricated structure took only six months to be completed, that too during the COVID times. The hospital is also equipped with the latest equipment that matches the quality of care delivered by a tertiary care centre and provides all facilities including cataract surgery, cornea, glaucoma, oculoplasty, pediatric, strabismus, and retina services.



We thank Eicher Group Foundation, Mission For Vision and Combat Blindness International for their support.

The chief guest for the occasion was Shri Swatantra Dev Singh, Cabinet Minister, UP Government. In his speech he applauded the doctors as a part of the society who worked and fought during COVID-19 as warriors and have generously treated the people around them without worrying about their own well-being. He feels that this hospital will be a gift to the population of Saharanpur and the nearby villages with the quality services it will provide. The Executive Director of the Hospital, Dr. Umang Mathur, promised that this hospital would provide all facilities related to eye care in this new hospital and that our hospital has been known for quality eye care for hundred years and will continue to work on the same principles in the future. With this new hospital, we intend to perform around 10,000 surgeries each year and help those in need.



# A GLIMPSE INTO THE INAUGURATION EVENT





# ORGANISATIONAL DEVELOPMENT PROGRAM

*" If everyone is moving forward together, then success takes care of itself"*

– Henry Ford

Every organisation aims towards growth. The organisational strategy and the employees play a significant role in the progress. Organizational Development Program (ODP) is one such program for employee training. This program improves functions and helps employees develop their skills to benefit the organisation more significantly. SCEH conducted a year-long program in association with **SEVA foundation**, for 17 of our employees who were part of an in-depth training on quality and excellence to improve leadership skills. The training started in August last year and all the employees' who were a part of this training were certified on 27 June 2022.



Mr. Arun Kumar Acharya, Seva Foundation's Global Training Specialist, provided the training. This helped develop **interpersonal or communication skills, quality consciousness, planning and prioritizing/organizing skills, implementation, initiatives and challenges and finally analytical skills.**

## SLET WORKSHOP

A SLET workshop was organised at SCEH as a part of a series of cornea skill transfer courses from 30th May to 1st June 2022. More than 15 participants enrolled, and the study included online modules, didactic lectures and discussions, wet lab demonstrations and practice sessions, live surgery, a glimpse into the SLET clinic, a master class, and a bibliographic review. This was the first one in the series and has laid a strong foundation for the ones to come.



## INAUGURATION OF THE NEW GIRLS HOSTEL AT VRINDAVAN



COP students form the backbone of our clinics and Operation Theaters all over the SCEH network. 49 COP students are being trained in different streams at the Vrindavan Centre. Most of them belong to nearby villages. But some of them travel distances of 15 kilometres or more to reach the hospital and direct public transport facility is not available.

To facilitate their education and ensure their safety, SCEH decided to start a hostel facility for COP students on campus with the support of Standard Chartered Bank. The hostel was inaugurated by Pandit Radhakrishnan Pathak, Deputy chairman, Nagar Nigam, Mathura Vrindavan, Dr Gopal Chaturvedi, President Brij Seva Sansthan and Pandit Bihari Lal Vashishth, President Brijbhoomi Kalyan Parishad on 24th June, 2022.

## IRIS CLAW LENS WORKSHOP

Dr Gaurav Shah and Dr Julie Pegu organised a hands-on posterior fixated iris-claw IOL workshop on 29th June, 2022 in the wet lab at SCEH Delhi. All the fellows and residents got an opportunity to place the iris claw lens successfully. Dr Neha Kapur also organised a similar hands-on workshop at the Vrindavan Centre on 29th June and Dr Gaurav Shah trained consultants and fellows in the Saharanpur Centre on 12 July in the same. The participants performed five surgeries with iris claw lenses, and the surgeries went well. The acquirement of this new skill would greatly benefit the patients.



## WORLD ALBINISM AWARENESS DAY



Every year 13th June is celebrated as World Albinism Awareness Day. Business World Healthcare, on World Albinism Awareness Day, conducted a panel with some industry experts around the city to discuss Albinism. Dr. Shailja was one of the panellists who joined the forum. The discussion mainly focused on some of the stereotypes involved with Albinism, its eye-related complications and if it can be cured.

## SCEH AIOS WINNERS

### SCEH congratulates the AIOS 2022 winners

#### **Dr. Manisha Agarwal –**

Narsing Rao award for best paper in uveitis  
FIFA award for best film in the posterior segment

#### **Dr. Arpan Gandhi –**

Best Publication 2021 in the Indian Journal of Ophthalmology

#### **Dr. Soveeta Rath–**

Best Poster Podium Award for Squint Specialty

#### **Dr. Manisha Acharya–**

The team was awarded the Best of Indian Journal of Ophthalmology Certificate 2021

## CERTIFICATE OF APPRECIATION

Certificate of appreciation was awarded to Mr Deepak Kumar and Mr Dheerendra Kumar, Laboratory Services for displaying "patient first" institutional values in delivering exemplary work towards patient satisfaction.





## EXPANSION OF SCEH LABORATORY SERVICES



SCEH Laboratory Services has added another feather in its cap by introducing an in-house, fully equipped HISTOPATHOLOGY AND CYTOPATHOLOGY Laboratory. The new lab has two specialised histopathology-trained technicians for the same. This will significantly reduce the turnaround time of the histopathology and cytopathology reports. This will also be a stepping stone towards starting a training centre for Ocular and ENT Histopathology and Cytopathology Services. Presently the lab gets biopsies and cytology specimens from 40-45 referral centres in North and central India, apart from the entire SCEH Network. It also adds value to research work.

## WORLD ANIRIDIA DAY

International ANIRIDIA DAY is celebrated on 21st June to improve understanding about this disease amongst patients, care givers, and medical professionals

The genetics and paediatrics team at Dr Shroff's Charity Eye Hospital organised a gathering of patients and their relatives spreading awareness, having fun with colours, free genetic counseling and low vision advice for patients with aniridia

For the academic updation and learning more on the subject, a guest lecture by Dr Neil Lagali a renowned clinician and researcher in Aniridia associated ketatopathy was also organised for the staff at SCEH which was met with great laud and fruitful discussions on the topic.



# PROF. ALBERT YONAS' VISIT @ PROJECT PRAKASH

Prof. Albert, Professor Emeritus at the Institute of Child Development, University of Minnesota, USA along with his wife Dr. Susan Phipps Yonas visited Project Prakash (PP) Centre at SCEH Delhi on 13th June, 2022.

The purpose of their visit was to know about the different activities of PP including research and to interact with and examine PP youths who previously received surgical treatment under Project Prakash to enhance their management regimen. The eight youths who attended the event were part of the Project Prakash's Vocational Rehabilitation Programme at Blind Relief Association (BRA) and were identified in outreach eye screening camps in an early age. Two girls namely Geeta and Surajmuni, both sisters of Dhaneshwar, an old patient of PP, were identified with bilateral congenital cataract and also participated in the event.

The event included presentations by SCEH and PP Team. Mr. Shantanu Dasgupta, Head of Community Operations & Strategic Planning, SCEH made a presentation about the evolution of SCEH and its growth as one of the best eye care institutions in northern India during the last 100 years. He also shared SCEH's future plans.

Dr. Shalinder Sabherwal, Head of Community Ophthalmology and associate medical director, SCEH, talked briefly about the community initiative and public health research that has been significant intervention in the hospital. He also shared that SCEH's initiative of collecting all the information and storing it in digital form.

Prof. Albert Yonas gave a talk on his work on visual perception in infants. He shared about various research studies he conducted in this field and appreciated Dr. Pawan Sinha for founding Project Prakash and its contribution to the society.





# STRUCTURED PROBLEM SOLVING PROCESS

*" Team Name: -Reaching the Reached (Winning team)"*

Team Members:-

Ø **Mr. Birendra Pratap Singh (Facilitator)**

Ø Dr Shalinder Sabhrewal (Sponsor)

Ø Ms. Nagma Ansari (Team Leader)

Ø Mr Gaurav K. Garg (Lead Data Analytics)

Ø Vision Center Staff

Ø Central Tele Unit Staff (Counselor, IT & Tele Doctors)

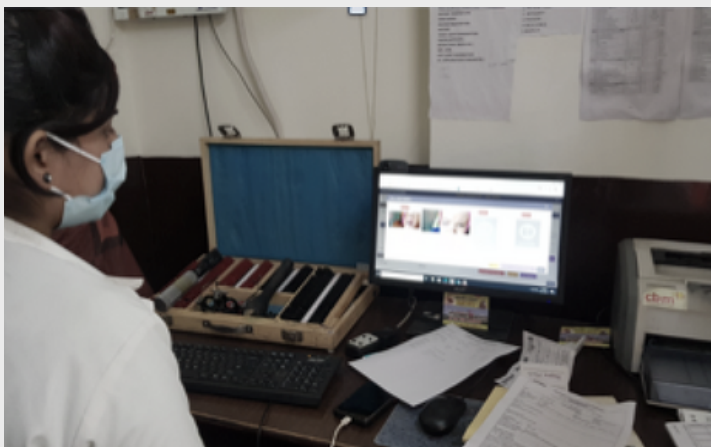
Name of the project – Barriers to streamlining teleconsultation service across the SCEH Vision Centre system

Teleconsultations from Vision Center (VC) help the patients by providing expert opinions without increasing their cost of travel.

The team figured that we were receiving less number of teleconsultation calls from the Vision Centers across all SCEH networks than expected. Therefore, they picked two vision centres in the Delhi region – Badarpur & Shahdara as the pilot centres to identify and solve the problem. Using the Structured Problem Solving process, they targeted a 5% increase from 1.5% in 4 months starting from November 2021 to February 2022.

Some of the steps they followed to address the problem were – strengthening the internet connectivity and initiating regular meetings and feedback with the teleconsultation doctors and vision centre staff. They also made sure to have a consulting ophthalmologist available during working hours. One dedicated tele-counsellor deputed at the main hospital, who acted as a moderator and received calls from across the VC network, which was transferred to the teleconsultation doctor. The team conducted monthly reviews with the counsellor, doctor and VC technicians, and thus the service review was added to the monthly VC review. By taking such measures, they successfully achieved more than the set target, despite facing COVID challenges during the process.

This teleconsultation process is now applicable to all the VCs across the SCEH network, receiving 7-8% of calls by teleconsultation.





# HUMANS OF SCEH

I joined SCEH in 2010, just after completing class 12th. Being from a small village with no prior experience in the medical field, it was a significant change for me to join such a big hospital in Delhi. After 6-7 months of training in Delhi, I was sent to the Rampur Centre, which had just been started about six months prior.

It was a small clinic at that time, 18 kilometres from Saharanpur. There were two of us handling everything in OT, from getting patients ready pre-operatively, giving blocks, setting up the trolley, assisting and finally cleaning up afterwards. The beginning was tough. Setting up the OT, developing protocols, putting systems in place, changing the local laidback mindset about sterility, and many other minor problems came up. The days would start as early as 7 am and end as late as 8 pm. My home was 20-25 kilometres away, and I only had a bicycle in those days. It would take at least an hour to travel that distance one way. Almost the whole of my day would either be spent in the hospital or travelling to and fro.

Many times after a long day, I would stay in the hospital for the night so that the cleaning up was correctly completed and the OT the next day could be started on time. I still do that from time to time, especially in the busy months.

There were a few hiccups along the way, but we progressed continuously. Patient numbers increased, new staff was hired, and the COP program was introduced in 2014. With that, a new responsibility was added to my kitty, training the new COPs. That was a blessing in disguise. Before that, I never believed that I could teach or that it was an activity I would come to enjoy so much. Twelve years have passed, and the hospital has grown so much over this time.



The hiccups we faced daily initially are now few and far between. My days are still long; the road back home is also the same. I have a four years old daughter now.

Over the years, I have had various offers to work in other private hospitals with better salaries. But I believe I still have much more to contribute to the hospital, especially in the training part. The work culture of this institute, the principle of Patient First, and the compassion for the poor and needy are a few things I feel can never be replicated in any other corporate hospital nearby. Also, the respect and love from the rest of my staff and doctors never allowed me to think of moving to another hospital.

The joy of seeing a fresher, be it a doctor or a COP's, initially stumbling at every step, blossoming into an independent and confident professional, is incomparable. And I would like to keep nurturing these young people for as long as possible.

- Sagar Kashyap, OT Incharge, SCEH Saharanpur

(Story contributed by Dr Seemal Goyal, Consultant, SCEH Saharanpur)



## PATIENT STORY

I met this lovely little girl three months ago, and she swept me off my feet by her sweetness. She is Baby Anzala. She was diagnosed with congenital glaucoma quite late in life as the vision in the right eye was already severely compromised. She, however, could still see and navigate with her left eye. The pressures in her eyes were above 40 mm Hg with all the medications she could tolerate. We successfully did trabeculectomy and trabeculotomy in both her eyes consecutively. The postoperative period was not uneventful, but we rowed through those trying times together. My prize is that she becomes Dr Julie at home and does an eye checkup for all her family members. All of five, she is already ready to conquer the moments of her life. We wish her all the best in life.

- Dr Julie Pegu

