



**Arpana Services**

## *A Ray of Hope for Rural Patients*



*Each patient is treated with kindness, respect and dignity*

*"Do the humblest jobs in the service of the Master... The more you labour, the more you will love Him."*

*Param Pujya Ma*

**Hospital Annual Report  
2019**

**Arpana Hospital**

**Under the Auspices of:**

**ARPANA RESEARCH & CHARITIES TRUST**

**Headquarters: Madhuban, Karnal, Haryana, INDIA**

## *Founder and Inspiration – Param Pujya Ma*



Motivated and guided by Param Pujya Ma, Arpana members started formal service activities in 1980, by establishing Arpana Hospital in Madhuban, Karnal, Haryana, as a facility for rural folk who were unable to access affordable modern medical care.

Ma's perception of the Lord in every person led to the motif of service with respect, dignity and love to each patient, irrespective of caste, creed, race or status.

Her spontaneous words, flowing with wisdom and bhakti, and her extraordinary life of service to all who came to her still inspires and motivates Arpana members.

### **'Health for All'**

Arpana Hospital is dedicated to the principle that all should have good health care. Thus, all who come to us are treated – and never turned away due to inability to pay. Arpana endeavours to build strong health care skills in the hospital, encourages health insurance for all and works towards ground-based programs for preventive health.

### *From the Medical Superintendent*



Dear Friends, Colleagues & Stakeholders,

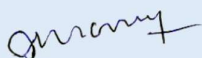
We are delighted at the progress Arpana Hospital has made in the past 5 years. It has:

- Fulfilled all required compliances for entry level NABH accreditation and awarded entry level NABH in August 2018.
- Set up a CT Scan Centre in the Hospital.
- Was empaneled by the Haryana Government to treat its employees.
- Applied for empanelment for ECHS (Ex-servicemen Contributory Health Scheme).
- Was empaneled under the Ayushman Bharat Yojna program of the Central Government.
- Added four air conditioned semi-private rooms in the hospital.
- Opened a separate Cardiac Department, with Dr. Kamal Kishore of Rama Hospital in charge.
- Established a Cath Laboratory with state of the art equipment in the Hospital.

Arpana Hospital is changing from multi-specialty to super-specialty status!

We are grateful for all your encouragement and support.

With warm regards,



Dr. (Brig.) A.K. Choudhary (Retd.), VSM  
Medical Superintendent, Arpana Hospital



# *Arpana Hospital in 2018-19*

Arpana Hospital was started in 1980 to serve the rural folk of Karnal District, Haryana, who had virtually no access to health care. The original 13-bed cottage hospital has gradually become a 100-bed modern health facility, with Departments for General Medicine, Surgery, Obstetrics & Gynaecology, Paediatrics, Dentistry, Ophthalmology, Orthopaedics and Community Services. Arpana Hospital has evolved over the years, adding two more operation theatres as well as units for intensive care, neonatal care, dialysis and, this year, the beginnings of a separate Cardiology Department.

The aim of the hospital is to provide compassionate, affordable and high quality healthcare to meet the health needs of rural communities. Each patient is treated with kindness, respect and dignity.

In addition, Arpana Hospital constantly endeavours to upgrade itself to meet the changing aspirations and needs of the communities it serves.

With very little insurance cover, the expenses of health care may push a family to below poverty line by a single episode of illness. Today Arpana Hospital draws patients from over 500 villages and towns, a population of over one million.

We are very pleased to be able to say:

**NO PATIENT WAS TURNED AWAY FOR NOT BEING  
ABLE TO PAY**

## **. Our Mission**

To provide compassionate, comprehensive, affordable, modern, primary & secondary healthcare to underprivileged population in the area whilst moving towards sustainability by charging private patients & actively encouraging use of government services wherever available.

## **Our Vision**

To move towards excellence in the field of healthcare services with gradual improvements in existing facilities & standards of services/care including technical up gradation & adding more facilities to meet the expectation of the beneficiaries



**Neonatal ICU**



**Dialysis**



**ICU**



**CT Scan**

# Arpana Hospital Accreditations

## NABH Certification

(National Accreditation Board for Hospitals & Healthcare Quality Council of India, set up to establish and operate accreditation programs for healthcare organizations.)

Arpana Hospital has accepted a challenging task to get NABH accreditation and is delighted that this hospital has been honored with the first level NABH accreditation certificate. For this process Arpana hired a consultation firm (Steward Healthcare Pvt. Ltd.) who gave special training to our staff & prepared them for the NABH inspection. Arpana is continuing to fulfill the requirements for full accreditation.

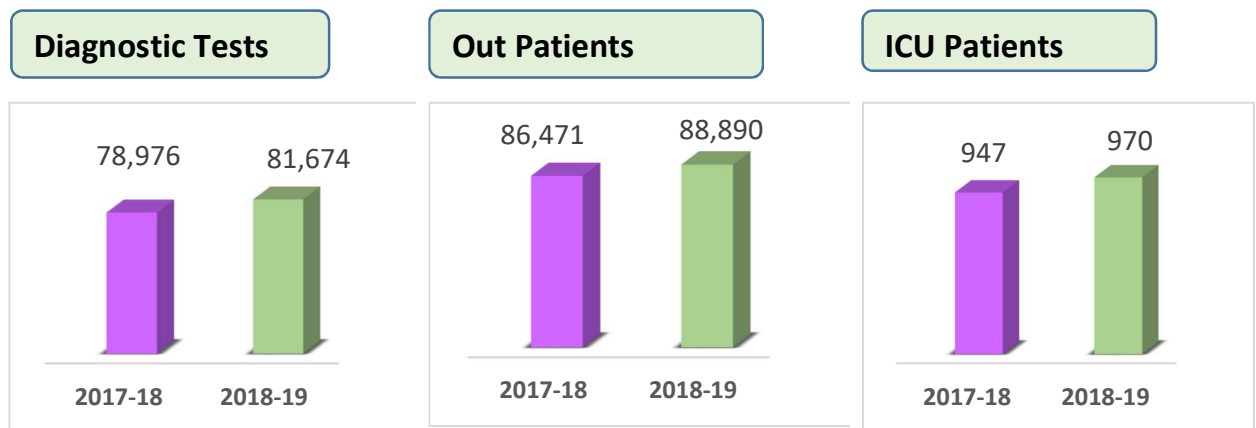
## Ayushman Bharat Yojna

In a promising initiative, the Government of India has set up Ayushman Bharat Yojna — the National Health Protection Mission — which will provide Universal Health Coverage to 500 million people, providing coverage up to 5 lakh rupees per family. This will enable millions of under-served families to access healthcare. Ayushman Bharat Yojna was implemented from 11th March 2019 in Arpana Hospital.

## Empanelment by the Haryana Government

Arpana Hospital was empaneled by the Haryana Government in February 2019, to provide free checkups for its employees. This service has both increased hospital revenue and given local government employees easier access for free checkups.

## Arpana Hospital Performance



## Arpana Hospital Performance



**In 2018-19 at Arpana Hospital**



Kittu

**85,000+  
Out-Patients**

**80,000+  
Diagnostics Test**



Dr. Mukesh Kumar

**6,500+  
Admissions**

**3,000+  
Surgeries**



**3,000+  
Ultrasounds**

**370+  
Deliveries**



**950  
ICU Patients**

**784  
Dialysis  
Patients**

## General Medicine



Dr. R.I. Singh, HoD



COPD Patient



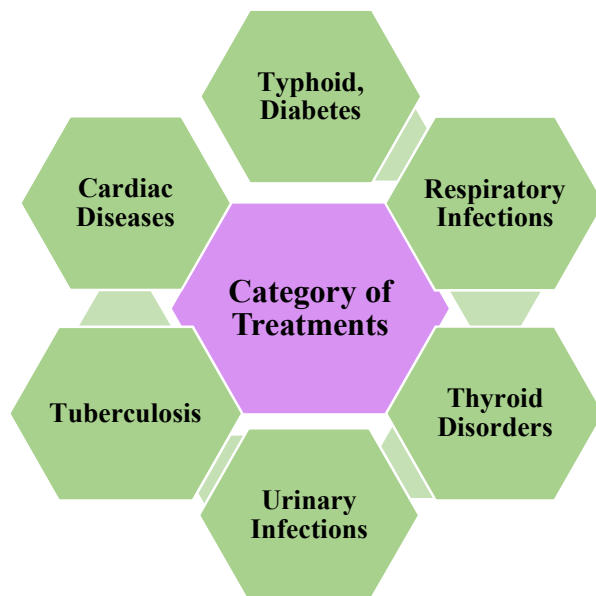
In OPD



In ICU

**Out Patients**  
**39,332**

**Admissions**  
**2,550**



### Nisha Treated for Tuberculosis

Nisha lives with her younger brother at her uncle's house because her mother and father are not alive. Nisha is studying in 10<sup>th</sup> class now and her younger brother is studying in 3<sup>rd</sup> class. Her uncle is a laborer and works for daily wages, earning about Rs. 5,000 per month.

For the past two months Nisha suffered from fever with chills and could not eat properly. She was treated by a doctor in the village but failed to get better.



Her uncle could not afford to go to a hospital because of his poor financial condition. One of their neighbors told her uncle about the facilities provided by Arpana Hospital and that they treated poor patients on a subsidized basis. Nisha was brought to Arpana Hospital and examined by the doctor and given tests. Her chest X-Ray showed that she had tuberculosis and a blood test revealed that she had moderate anemia.

Appropriate medicine was started and gradually her fever came down. After eight days, Nisha's condition was stable and she was discharged on anti-tubercular treatment. Her medication for tuberculosis will continue for some months.

Her uncle was very grateful to Arpana Hospital and the doctors for her treatment and for subsidizing the cost of her hospital care.



## Ophthalmology



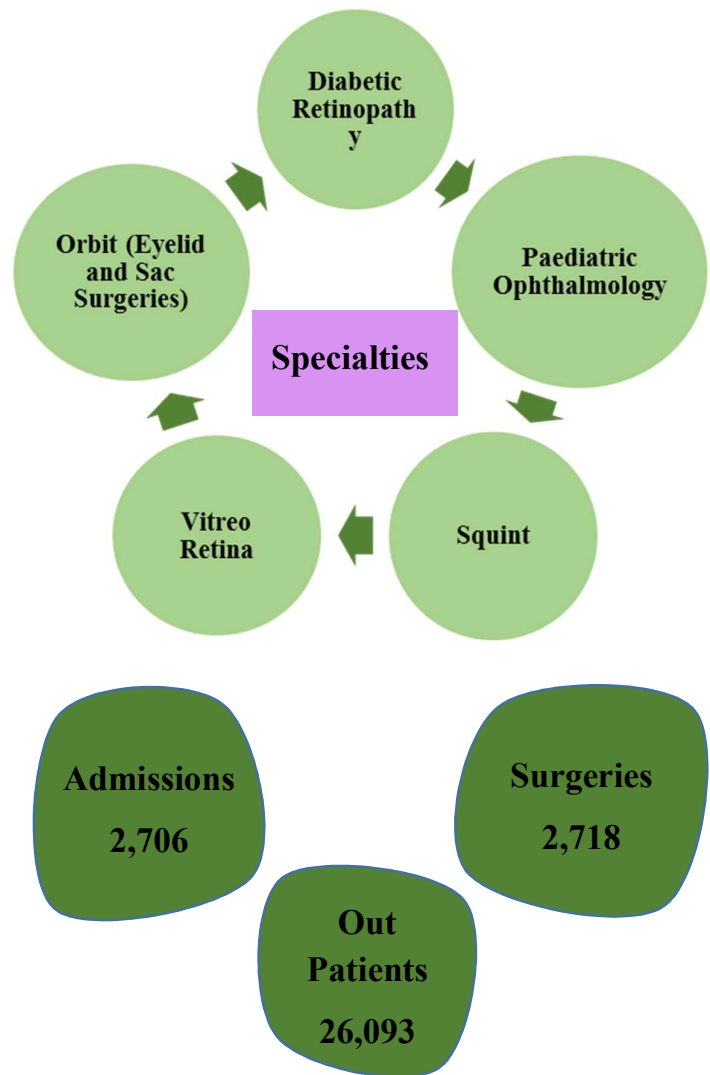
Dr. Mukul Sharma, HOD



Green Laser



Shakuntala



### Saving Raman's Eyesight!

Master Raman is a four year old male child. Master Raman was playing on the road with his friends. An iron wire inflicted a wound on his right eye while he was playing. Immediately his friend ran to his home and told his father about Raman's injury. His father brought him to Arpana Hospital. Dr. Mukul Sharma told his father that due to the iron wire, the pupil of his eye had been damaged, so stitches were required to save his eye.

His father agreed to do that. He was a young child so Dr. Sharma had this procedure done under General Anesthesia. Master Raman belongs to very poor family and his father was not able to pay full charges. So, except for Anesthesia charges, his hospital bill was free.

His family was very thankful to Dr. Mukul Sharma for suturing his son's cornea and to Arpana Hospital for subsidizing the cost of the treatment.



## Paediatrics



Dr. Amar Singh, MBBS,  
MD (Paediatrics), HoD



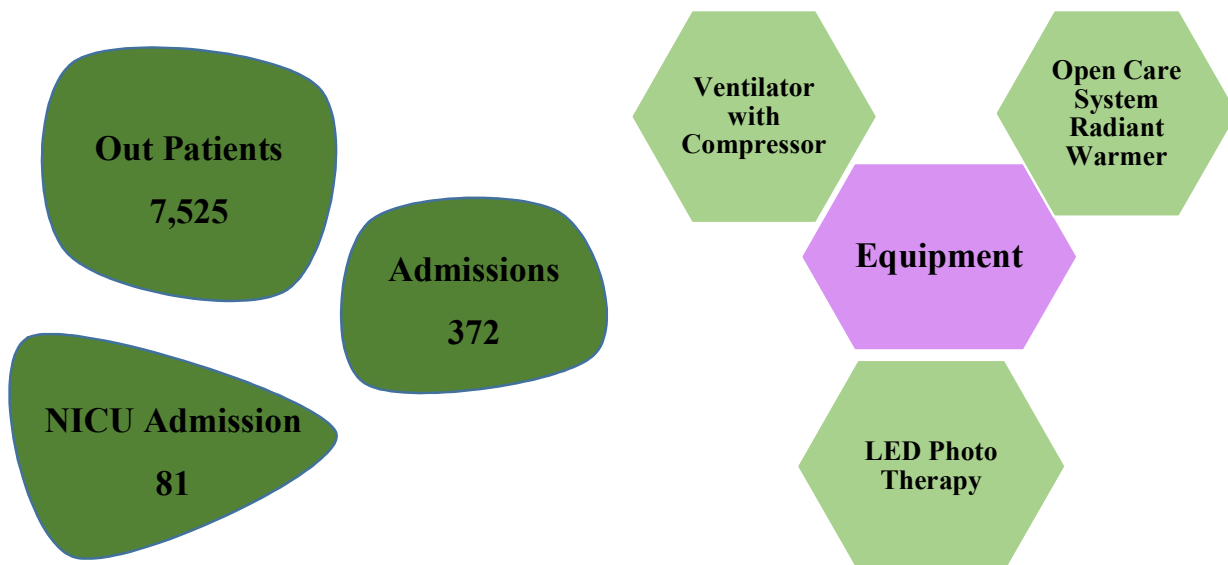
Dr. Tanu Goel, MBBS,  
DHMC, Child Specialist



Baby Simran



Neonatal Workshop for  
rural women



The Neonatal Unit in Arpana Hospital, upgraded with new equipment through a grant from Arpana Canada during the previous year, was able to care for seriously ill babies, some with multiple conditions like prematurity, sepsis, dehydration fever and neonatal jaundice.

Some babies were delivered elsewhere and brought to Arpana for urgent treatment. Cases ranged from birth asphyxia to neonatal jaundice to prematurity to severe sepsis.

Free ambulance service was provided to babies being sent to tertiary care centers and extended to older children also.





## Obstetrics & Gynaecology



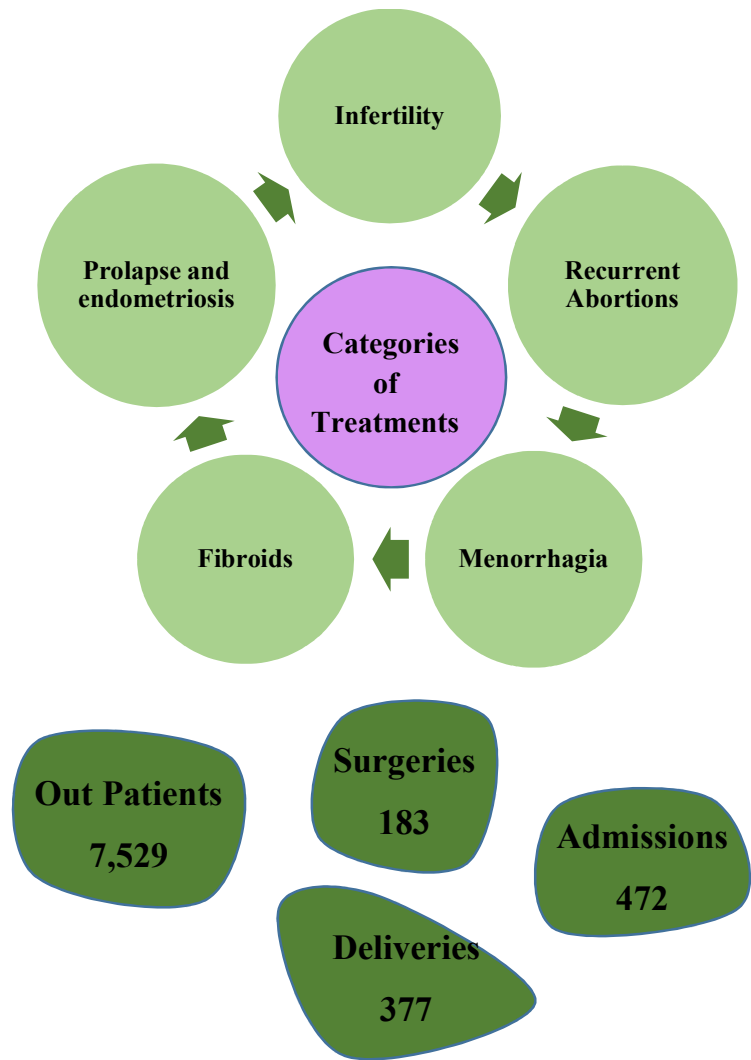
Dr. Anuradha Vilas Mahajan, MBBS, DNB (OBG) (Gynae), is functioning HoD



Sukhvinder Kaur with her baby



Baby of Sunita



### Kulwant Kaur



*Kulwant Kaur and her husband, a driver, live with their 6 year old son in village Salarpura. Their first baby died at two years.*

*Kulwant Kaur came to Arpana Hospital with severe labor pains after a full term pregnancy. Her antenatal checkup was in her own village. Arpana's gynaecologist checked her on an emergency basis and an ultrasound test showed that the amniotic fluid had decreased by 2 cm – a Caesarian Section was required to save the life of mother and child!*

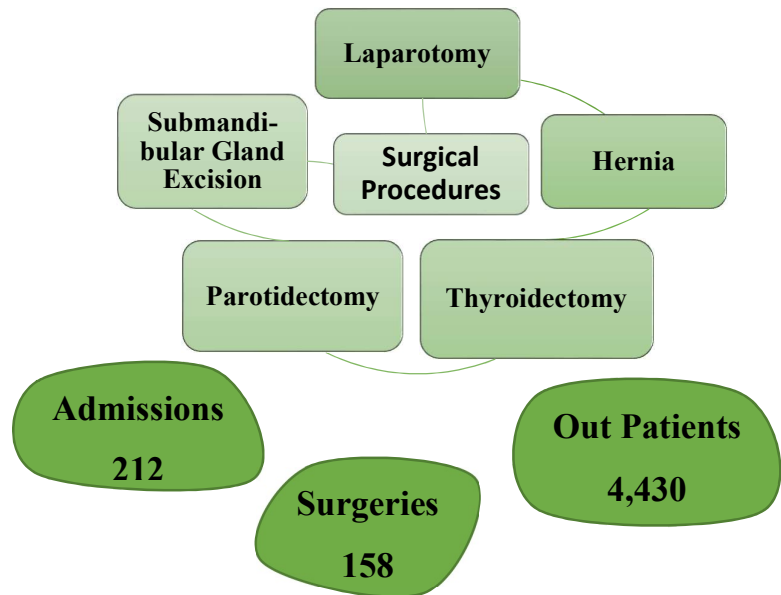
*Kulwant Kaur's Caesarian was performed that afternoon and she delivered a healthy male child who weighed 3.50 kg.*

*After three days, both mother and baby were discharged in good condition. Her family was happy and grateful for the good care and treatment which saved Kulwant and her child.*

## Surgery



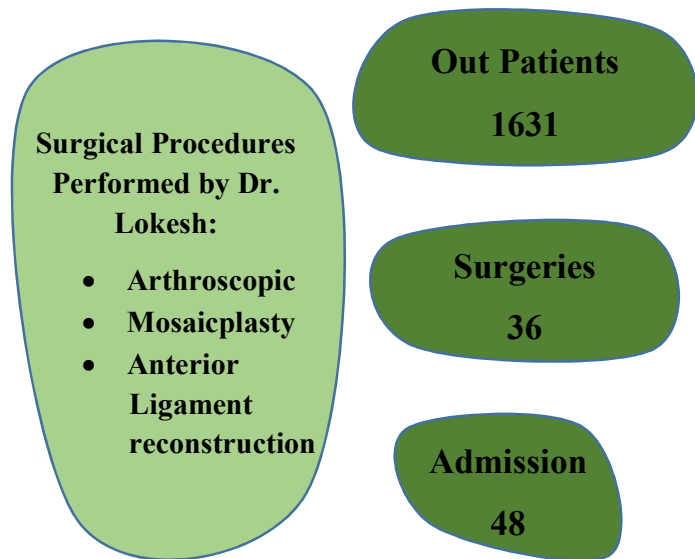
Dr. Vivek Ahuja, HoD



## Orthopedics



Dr. Lokesh Charaya, HoD

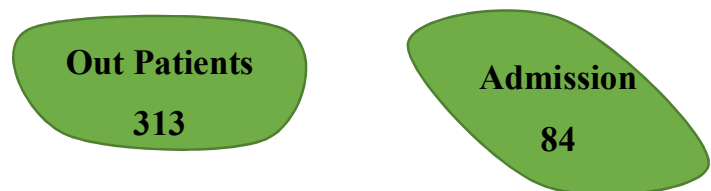


## New Cardiology Department



Dr. Kamal Kishore

From October 2018, Cardiology services became available in Arpana Hospital.



## Dental Clinic



Dr. Queency Sharma, BDS,  
Dental Surgeon

Scaling	RPDs (removable partial dentures)	Impactions
Crowns	Extraction	X-rays
Dentures	Restoration	Root canal

**Out Patients**  
**518**

## Physiotherapy



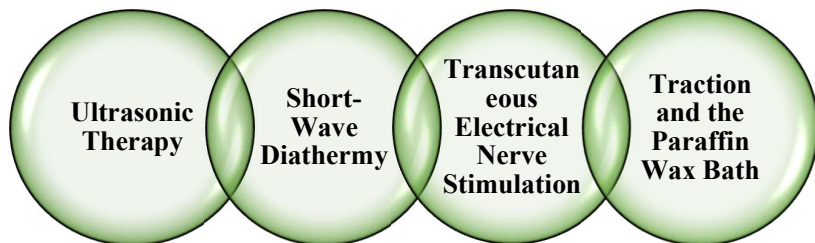
Vikas Kashyap, HoD



Hot wax treatment

The Department treats orthopedics cases and a wide variety of neurological and pediatric cases as well as working with postnatal mothers and post-operative cases.

The primary means for pain relief and rehabilitation are through the uses of:



**Out Patients**  
**1507**

## Dietitian



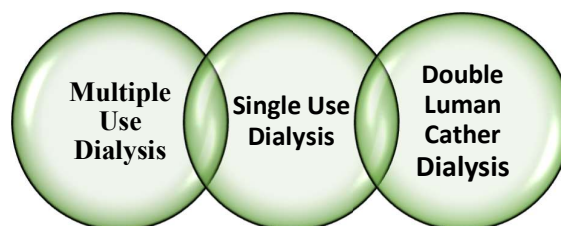
Ms. Mehak Sharma

Ms. Mehak Sharma, M.Sc. (Food, Nutrition & Dietetics), joined us in March. Health and Nutrition Department” has been set up to ensure better recovery of patients

The very first step we took here was to modify our food court by including nutrition food for IPD and OPD patient depending upon their treatment. For faster recovery of patients, meals are provided to them 6-8 times.



## Dialysis



### Types of Dialysis

Dr. Dinesh Dhanda, MBBS, MD, DM (Nephrology) from RAMA Superspecialty and Critical Care Hospital, is in charge of the Dialysis Department

**Patients**

**784**

## 12 Bedded Intensive Care Unit (ICU)



**970 patients were treated in the Intensive Care / High Dependency Unit.**

### Laddo Devi – Treated like a Family Member!

56-year-old Laddo Devi, suffering from cough, vomiting and diarrhea for 2 days, arrived at Arpana Hospital. She was admitted into the ICU at once, tests were done and she was put on ventilator support. Further treatment led to her recovery.

Her elder son came to take her home and said, “The doctor and staff served our mother like a family member.”.



## CT Scan

### A New Facility at Arpana Hospital

On 23rd September 2018, the Computed Tomography (CT) Scan Department was inaugurated by Dr. Ela Anand & Dr. (Brig.) A K Choudhary (Retd), Medical Superintendent at Arpana Hospital.

This is essential for fulfilling Arpana's mission of bringing modern medical care to all patients, especially rural patients, at an affordable cost.



## Arpana Hospital Outreach

### Camps for Diabetic Retinopathy & Glaucoma



Arpana has held monthly Eye Camps in Samalkha for several years. In February, monthly Eye Camps were also started in Panipat.

Arpana transports patients who require surgeries, to Arpana Hospital where they are given free/subsidized eye surgeries, food and medicines and affordable medical treatment for other problems.



**Out Patients**

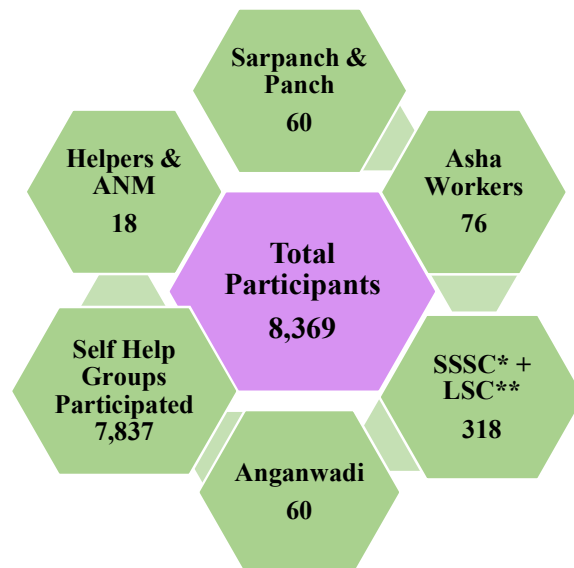
**3,264**

**Surgeries**

**423**

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### Camps about Hypothermia for Newborn in 98 villages



**\*SSSC (Sukh Suvidha Shadow Committee)**

**\*\*LSC (Livelihood Shadow Committee)**

In Arpana Hospital, rural women obtained training about neonatal care. The issue of neonatal care to promote good practices amongst young mothers in early infant care has been taken up strongly in all of Arpana's 856 self help groups (SHGs).

In November 2018, Health Day was celebrated in all the SHG meetings. ASHA workers and ANMs of the villages were involved and many invited panchayat members participated. Arpana's workers and trainers addressed the SHG women informing them about hypothermia in newborn.

## Trainings and Workshops for Neonatal Care



Dr. Tanu Goel held two training sessions on various aspects of neonatal care were held in May and December 2018. The focus was on creating awareness amongst rural women about safe neonatal practices, especially safe neonatal transport.

Building on efforts started in 2017, topics were:

- The importance of early registration, regular antenatal checkups and planning for safe delivery.
- Importance of delivery at a facility with arrangement for neonatal resuscitation and safe transport in ensuring a healthy neonate.
- Immediate newborn care with prevention of hypothermia including Kangaroo care.
- Breast feeding and related problems were discussed at length.
- Care of low birth weight baby at home.
- Recognition of danger signs
- Safe transfer of newborn and practical demonstration of Neonatal ambulance services.

## *Our Deep Gratitude...*

*... to friends who have encouraged us*

*... to organizations who have supported us*

*... to colleagues who have given of their time and services*

*in our mission to provide affordable health care to rural patients.*