

CSR Impact Assessment Report

Zydus Medical College and Hospital, Dahod FY 2023-24

Prepared For



Dedicated To Life
ZYDUS LIFESCIENCES LIMITED

Prepared By



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CONTENTS

Chapter 1 Executive Summary	01 - 03
Introduction	01
Research Methodology	01
Stakeholders Covered	01
Key Findings	02 - 03
key impact	02 - 03
Chapter 2 Introduction	04 - 09
Introduction	04
About Dahod District	05
Health Scenario of Dahod District	05
Overview of Medical Infrastructure at ZMCH	06
Clinical Departments at ZMCH	06 - 09
Chapter 3 Research Methodology	10 - 12
Use of Mixed Methodology of Maximum Insights	10
Application of Quantitative Techniques	10
Application of Qualitative Techniques	11
Ensuring Triangulation	11
Objectives of the Study	11
Research Methodology	11
Key Stakeholders	11
Major Dimensions of the Study	12
Chapter 4 Major Findings of the Study	13 - 21
Demographic Profile of the Respondents	13
Key Highlight of the Demography	13
Making Healthcare Accessible to Elderly Population	13
Pre-Intervention Scenario	14 - 18
Lesser Family Income Levels	19
Number of Visits made by the respondents to ZMCH.	20
Reasons Stated by Beneficiaries for Repeat Visits.	20
Healthcare Facilities Visited by the Beneficiaries	21
Healthcare Facilities Visited by the Beneficiaries for Acute Medical Conditions	21
Reasons for Preferring Treatment at ZMCH	21
Chapter 5 Patient Satisfaction at ZMCH	22 - 33
Patient Satisfaction with Doctors at ZMCH	22 - 24
Patient Satisfaction with the Nursing Staff	25 - 28
Patient Satisfaction about the Hospital Facility	29 - 31
Patient Satisfaction about Accessibility and Affordability at ZMCH	32 - 33
Chapter 6 Key Impacts	34 - 47
Chapter 7 Success Stories	48 - 50
Chapter 8 Advanced Medical Equipments added to the Medical Infrastructure at ZMCH in the FY 2023-34	51 - 57
Chapter 9 OECD Framework	58 - 64
Chapter 10 Conclusion	65

01. EXECUTIVE SUMMARY

INTRODUCTION

Established in 2016, Zydus Medical College and Hospital (ZMCH) in Dahod delivers high-quality tertiary healthcare services to marginalized populations in eastern Gujarat and neighbouring districts through its brownfield project. It offers a wide range of specialty care like General Medicine, Surgery, Paediatrics, Orthopaedics, Radiology and more. ZMCH boasts state-of-the-art facilities like casualty services, ICUs, Blood Bank, and Modernized Operation Theatres.

SoulAce Social Ventures was commissioned by ZMCH to undertake an Impact Assessment study for the financial year 2023-24.

RESEARCH METHODOLOGY



Research Approach

Mixed Approach



Research Design

Descriptive Research Design



Sample Size

200 respondents



Quantitative method

100 respondents



Qualitative method

100 respondents

STAKEHOLDERS COVERED



Doctors



Nursing Staff



Paramedical staff



Administrative and Managerial staff of the hospital



NURSING STAFF ATTENDING PATIENTS IN IPD AT ZMCH

Key Findings



32.0%

of the respondents were above the age of 60 years.



77.0%

of the respondents belonged to scheduled Tribes.



53.0%

of the respondents were not literate.



74.0%

of the respondents had a monthly income of less than ₹ 7000/-.



47.0%

of the respondents visited the hospital least 3 times in the past one year.



17.0%

of the respondents visited the hospital at least 2 times in the past year.



92.0%

of the respondents expressed free of cost consultation and good reputation of the hospital as reasons for visiting the hospital.



91.0%

of the respondents shared that the availability of experienced doctors as the reason for visiting the hospital.

Key Impact

INCREASED BED AVAILABILITY LEADING TO BETTER ACCESS FOR ADMISSIONS



41,289

patients got access to inpatient admissions at the Hospital due to availability.

SIGNIFICANT IMPROVEMENT IN MOTHERS SEEKING ANTENATAL CARE



26.4%

of mothers seeking antenatal check up in the first trimester and a 40% increase in mothers who had at least 4 antenatal care visits observed between 2014-15 and 2019-21.

SIGNIFICANT IMPROVEMENT IN MOTHERS CONSUMING FOLIC ACID



51.5%

of increase in mothers consuming iron folic acid for 100 days or more and 38.8% increase for 180 days or more, between 2015-16 and 2019-21.

CONSIDERABLE IMPROVEMENT IN MOTHERS SEEKING POST-NATAL CARE



14.1%

increase in women seeking post-natal care within 2 days of delivery through trained health care professional between 2015-16 and 2019-21.

BCG VACCINATION STATUS



23.6%

improvement in vaccination status between 2015-16 and 2019-21.



89.4%

of the respondents expressed very high levels of satisfaction towards the Doctors in the hospital.



88.8%

of the respondents expressed very high levels of satisfaction towards the Nursing staff in the hospital



90.0%

of the respondents expressed very high levels of satisfaction towards the Hospital facility.



89.2%

of the respondents expressed very high levels of satisfaction towards Accessibility and Affordability of the Hospital.



81.0%

was the bed occupancy rate of ZMCH, indicating optimum usage of resources for inpatient services.

POLIO VACCINATION STATUS



27.2%

improvement in vaccination status between 2015-16 and 2019-21.

DPT



30.9%

improvement in vaccination status between 2015-16 and 2019-21.

MEASLES VACCINATION



23.0%

improvement in vaccination status is observed between 2015-16 and 2019-21.

ROTAVIRUS VACCINATION



58.5%

improvement in vaccination status is observed between 2015-16 and 2019-21.

CHAPTER 2

INTRODUCTION



ZMCH, Dahod

INTRODUCTION

Established in 2016, Zydus Medical College and Hospital (ZMCH), located in Dahod, embarked on a noble mission to establish itself as a premier institution for medical education and to deliver high-quality tertiary healthcare services to the marginalized tribal and needy populations of eastern Gujarat, as well as neighbouring districts in Madhya Pradesh and Rajasthan. Operating as a self-financed brownfield project through a Public-Private Partnership agreement with the Government of Gujarat, ZMCH has emerged as a beacon of hope for the region.

Offering a comprehensive range of medical specialties including General Medicine, General Surgery, Paediatrics, Obstetrics and Gynaecology, Orthopaedics, Dental, ENT, Anaesthesiology, Radiology, and Ophthalmology, ZMCH is equipped with state-of-the-art facilities such as casualty services, a blood bank, ambulance services, laboratory diagnostics, radiological diagnostics, and modernized operation theatres, ensuring holistic healthcare provision to its beneficiaries.

SoulAce Social Ventures, serving as a third-party Impact Assessment Agency, was commissioned by ZMCH to conduct a study evaluating the social impact generated during the financial year 2023-24. Employing a mixed research methodology that blends quantitative and qualitative approaches, the study aimed to provide a nuanced understanding of the tangible and intangible benefits experienced by those benefiting from ZMCH's services.

DAHOD DISTRICT

Dahod District is located on the Eastern side of Gujarat between 20° 30' to 23° 30' North Latitude and 73° 15' to 74° 30' East Longitude. The district was a part of the Panchmahal District till the year 1997. The district is surrounded by Sabarkantha District and Vansvada District of Rajasthan in the north, Godhara District in the west and Zabua District of Madhya Pradesh in the east and south.



HEALTH SCENARIO OF DAHOD DISTRICT

The district has 92 Primary Health Centres, 11 Community Health Centres and one Sub District Hospital.

According to the NHFS 5 survey of Dahod District for the year 2019-21, it has 55.3% of children under the age of 5 are stunted, 27.8% of children are wasted and 13.4 % of children are severely wasted. Pregnant women in the age group of 15-49 who are anaemic in the district is 69.4%, whereas 75.1% of all women in this age group are anaemic, which is a cause of public health concern.

The district has 22.4% of men, 23.3% of women with abnormal Blood Sugar levels and 33.7 % men and 35% of women who are hypertensives. Women consuming Tobacco constitute 14.5% of the population, while 55.9% of men consume Tobacco. Alcohol consumption is seen among 0.9% of women and 14.2% among men.



MRI SCAN FACILITY AT ZMCH

OVERVIEW OF MEDICAL INFRASTRUCTURE AT ZMCH



A PATIENT UNDERGOING DENTAL PROCEDURE

CLINICAL DEPARTMENTS AT ZMCH

Zydus Hospital is a leading healthcare institution committed to providing comprehensive medical services across various specialties, integrating innovative technologies with compassionate care. Here's an overview of the services offered at Zydus Hospital:



GENERAL MEDICINE

The General Medicine department at Zydus Hospital, often referred to as Internal Medicine, focuses on diagnosing, preventing, and treating adult diseases. Led by experienced physicians, the department provides consultations, outpatient services, and critical care in the Medical ICCU. With a vision to bridge basic science with clinical care, the department aims to advocate for patient-centered care while upholding the highest standards of medical education and research.



GENERAL SURGERY

At Zydus Hospital, the General Surgery department specializes in abdominal surgeries, trauma care, and a range of surgical interventions. From emergency surgeries to elective procedures, the department caters to diverse surgical needs, including neurosurgery, urology, and oncology. With a mission to ensure excellence in patient care, education, and research, the department is dedicated to the comprehensive management of surgical conditions.



PAEDIATRICS

Zydus Hospital's Paediatrics department provides specialized care for infants, children, and adolescents, emphasizing growth, development, and disease prevention. With daily outpatient services, intensive care units, and specialized clinics, the department aims to train the next generation of paediatricians while delivering high-quality clinical care and conducting translational research.



OBSTETRICS & GYNAECOLOGY

The Obstetrics & Gynaecology department offers comprehensive services for women's health, including antenatal care, gynaecological surgeries, and specialized clinics. With round-the-clock labour room services and dedicated clinics for infertility, adolescent health, and menopause, the department is committed to promoting maternal and reproductive health through compassionate care and innovative research.



ORTHOPAEDICS

Zydus Hospital's Orthopaedics department specializes in the diagnosis and treatment of musculoskeletal disorders, offering surgical and non-surgical interventions. From trauma surgeries to joint replacements and spine deformity corrections, the department provides personalized care while advancing orthopaedic research and education.



ANAESTHESIOLOGY

The Anaesthesiology department plays a vital role in perioperative care, offering preoperative assessment, intraoperative management, and pain relief services. With state-of-the-art operation theatres and advanced monitoring systems, the department ensures patient safety and comfort during surgical procedures while promoting excellence in education and research.



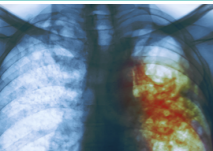
PSYCHIATRY

Zydus Hospital's Psychiatry department focuses on diagnosing, preventing, and treating mental disorders, including mood disorders, anxiety, and schizophrenia. With outpatient consultations, inpatient care, and specialized clinics, the department aims to reduce stigma, promote mental well-being, and conduct research to advance psychiatric care.



DERMATOLOGY

The Dermatology department provides comprehensive care for skin, hair, and nail disorders, offering diagnostic evaluations and advanced treatment modalities. With specialized clinics, cosmetic procedures, and dermatosurgery services, the department is committed to promoting skin health and conducting research in dermatological sciences.



PULMONOLOGY

Zydus Hospital's Pulmonology department specializes in the diagnosis and management of respiratory diseases, offering outpatient services, intensive care, and diagnostic facilities. With a focus on prevention, early detection, and treatment of chest diseases, the department aims to improve lung health and enhance patient outcomes through research and community outreach.



RADIODIAGNOSIS

The Radiodiagnosis department provides advanced imaging services, including digital radiography, ultrasonography, and computed tomography (CT) scans. With a focus on accurate diagnosis and treatment planning, the department supports various specialties while advancing imaging research and education.



EAR, NOSE, THROAT (ENT)

The ENT department offers consultation, diagnosis, and management for both adult and paediatric patients with ear, nose, and throat disorders. From ear surgeries to head and neck oncology, the department provides comprehensive care while promoting hearing health and conducting research in otolaryngology.



OPHTHALMOLOGY

Zydus Hospital's Ophthalmology department specializes in the diagnosis and treatment of eye diseases, offering outpatient services, surgeries, and vision care programs. With a focus on innovation, education, and community outreach, the department aims to prevent blindness, improve vision health, and advance ophthalmic research.



DENTISTRY

The Dentistry department focuses on oral health promotion, diagnosis, and treatment of dental diseases, offering preventive, restorative, and surgical services. With a commitment to patient-centred care and dental education, the department aims to enhance oral health outcomes and contribute to community well-being.

At Zydus Hospital, each department is dedicated to excellence in patient care, education, and research, striving to meet the evolving healthcare needs of the community while upholding the highest ethical standards and professionalism.

The following table gives a quick glance of the infrastructure available with ZMCH

Facilities	Nos/ Availability
Number of beds	1,034
ICU and Casualty Beds	118 (Including NICU, PICU and SICU beds)
High end monitor	222
Ventilators	58
Bipap	24
X ray Machine	2 nos.
800 mA	2 nos.
600 mA	3 nos.
300 mA	6 nos.
Portable x ray machine	
Ultra sound sonography	Round the clock availability
CT scan	1 no.
MRI	1 no.
Blood Bank No. of units of Blood issued in 2023-24 Component facility	13,082 Available
Specialist Doctors	178
Medical Doctors	71
Nursing Staff	498
Paramedical staff	Paramedics - 212
Security class IV	435
Oxygen plants	4 of 1510 LPM
Liquid Oxygen Tank CLMO	13 KL Capacity
Mammography	1 no.
Dialysis	8 machines

CHAPTER 3

RESEARCH METHODOLOGY



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. Though information on certain facts can also be gained through common sense and based on general observation and hearsay, those facts won't 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 are strictly adhered to in this Social Impact Assessment Study.

The Methodology for undertaking research is decided based on the purposes to be served by the study. This research study intends to assess the impact of the services provided by ZMCH during the financial year 2023-24.

USE OF MIXED METHODOLOGY FOR MAXIMUM INSIGHTS

This study uses a mix of Qualitative and Quantitative research tools to get maximum insights of the research problem taken up for the study. Mixed methodology has been chosen over either a Quantitative or Quantitative study alone approach in order to unravel as much as information as possible, complement the limitations of a singular approach, and for validating the study through better triangulation.

APPLICATION OF QUANTITATIVE TECHNIQUES

A quantitative study is usually used if the research report has to present the study problem in terms of numbers, frequencies, percentages, etc. A quantitative study uses structured tools like questionnaires and interview schedules, in which questions are planned well in advance by the researcher before entering the field. For better accuracy, to ensure anonymity and at the same time, to cover a larger sample population, quantitative techniques were used. In this study, 100 respondents who were beneficiaries from various clinical departments of ZMCH were taken up for the study and responses were elicited from them through an interview schedule.

APPLICATION OF QUALITATIVE TECHNIQUES

Qualitative Research can only bring to fore, 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. This research study has used qualitative tools of Interviews, case studies and Focus Group Discussions. Around 100 beneficiaries of various departments were interviewed for the study along with the use of focus group discussions from groups of respondents.

ENSURING TRIANGULATION

Triangulation is needed to increase the credibility and validity of the research findings. It is 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 reports has also been structured to reflect this point.

OBJECTIVES OF THE STUDY



To assess the extent to which Patients attending ZMCH have benefitted from the services of various clinical departments and facilities of ZMCH.



To assess the Impact of the services of ZMCH on public health among the population of Dahod District.



To understand the perception and satisfaction levels of the patients availing services at ZMCH.

RESEARCH METHODOLOGY



Research design used

Descriptive Research Design



Sampling Technique

Purposive Sampling



Sample Size

100 respondents



Interviews for Qualitative study

Beneficiaries - 100

KEY STAKEHOLDERS



Doctors



Nursing Staff



Administrative Staff

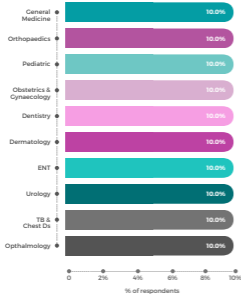


Lab Technicians

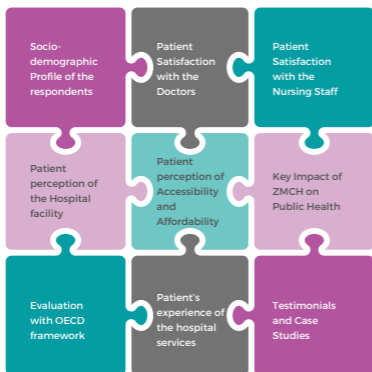


Pharmacy staff - 30

CHART 1: DISTRIBUTION OF RESPONDENTS ACROSS VARIOUS CLINICAL DEPARTMENTS AT ZMCH.



MAJOR DIMENSIONS OF THE STUDY



CHAPTER 4

MAJOR FINDINGS OF THE STUDY

DEMOGRAPHIC PROFILE OF THE RESPONDENTS


This section describes the demographic profile of the respondents in terms of the following.



Based on the socio demographic profile of the respondents, this section narrates how the health care needs of the demography are being met by ZMCH.

KEY HIGHLIGHTS OF THE DEMOGRAPHY

 **32.0%**
of the respondents were above the age of 60 years.

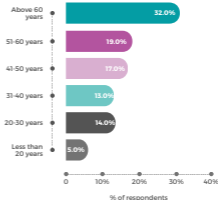
 **77.0%**
of the respondents belonged to scheduled Tribes.

 **53.0%**
of the respondents were not literate.

 **74.0%**
of the respondents had a monthly income of less than Rs. 7000/-.

MAKING HEALTH CARE ACCESSIBLE TO ELDERLY POPULATION

CHART 2: AGE-GROUP WISE DISTRIBUTION OF RESPONDENTS

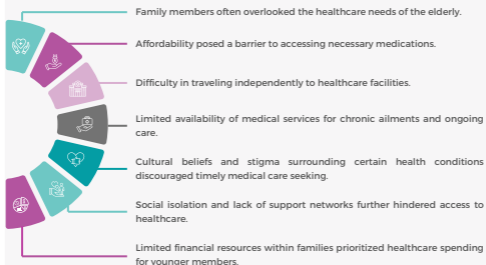


Respondents between the age groups of less than 20 years to above 60 years participated in the study.

The majority of respondents (32%) were above the age of 60 years whose larger presence indicates that ZMCH has made health care accessible to elderly citizens, whose health needs are vulnerable to neglect because of the poor means of the households.

PRE- INTERVENTION SCENARIO: CHALLENGES FACED BY THE ELDERLY BENEFICIARIES IN ACCESSING HEALTH CARE

Before the establishment of ZMCH, elderly beneficiaries faced numerous challenges accessing proper healthcare. Interactions with the elderly population revealed a range of obstacles they encountered:



However, with the establishment of ZMCH, elderly citizens now have access to quality healthcare for acute and chronic conditions. This facility has significantly improved their ability to receive timely and comprehensive medical treatment.



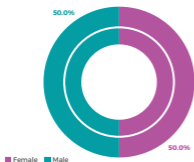
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Nanubhai Kanji Charpot, 70 years, Ukardi village, Dahod says 'Before the construction of ZMCH, there were not many medical facilities for poor people like me. As I fainted due to chest pain, my family members brought me in an ambulance to this hospital. Here the doctors take good care of the patients, and all expenses of bed charges, and food come free of cost to us. Because of my admission to this hospital, I am alive today and I am happy that I have not given any extra financial burden to my family members for my medical treatment'

”

ENHANCED ACCESSIBILITY OF HEALTH CARE TO WOMEN

CHART 3: GENDER-WISE WISE DISTRIBUTION OF RESPONDENTS



The study had an equal percentage of 50% from both male and female respondents. Women respondents shared that they avail a wide array of services related to child birth, Pre and Post natal care, menstrual health, cancer detection, family planning etc. at ZMCH.

PRE- INTERVENTION SCENARIO: CHALLENGES FACED BY WOMEN IN ACCESSING HEALTH CARE



Limited financial resources and dependence on male household members for healthcare expenses.



Remote and dispersed tribal settlements with inadequate transportation infrastructure make accessing healthcare facilities challenging.



Long distances to healthcare centres increase travel time and transportation costs, especially for pregnant women or those with young children.



Shortage of healthcare facilities in tribal areas, resulting in overcrowded and understaffed clinics and hospitals.



Gender norms and societal expectations may prioritize men's healthcare needs over those of women within households.



Stigma and discrimination related to women's health issues, such as reproductive health and family planning.



Fewer female healthcare professionals in tribal areas, leading to discomfort and reluctance among women to seek medical care, especially for sensitive issues.



Limited access to gynaecologists, obstetricians, and other specialists for women-specific health concerns.



High maternal mortality rates due to limited access to prenatal care, skilled birth attendants, and emergency obstetric services.

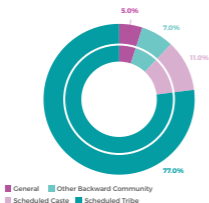


Limited availability of family planning services and contraceptives, leading to unintended pregnancies and unsafe abortions.



WOMEN PATIENTS ATTENDING AN AWARENESS SESSION ON REPRODUCTIVE HEALTH AT ZMCH

CHART 4: PROVIDING ACCESS TO HEALTH CARE TO SOCIAL DISADVANTAGED GROUPS.



Majority of the respondents (77%) of the study were people belonging to Scheduled Tribes, who often experience stemming from a combination of historical marginalization, geographical isolation, and limited access to resources and opportunities. They often suffer from inadequate infrastructure, including basic amenities like healthcare, education, and transportation. Economic opportunities are scarce, with a majority of ST households engaged in subsistence agriculture or low-paying manual labour. Limited access to quality education perpetuates the cycle of poverty, leading to high rates of illiteracy and a lack of skills needed for modern employment. Additionally, ST communities face social discrimination and exclusion, further exacerbating their socio-economic challenges.

PRE- INTERVENTION SCENARIO: CHALLENGES FACED BY SOCIALLY DISADVANTAGED GROUPS



Most of the respondents interacted during the study shared the following concerns before availing the treatment at ZMCH.



Healthcare infrastructure in and around their geographical region were underdeveloped, with limited hospitals, clinics, and trained medical professionals. This resulted in a lack of essential medical services and equipment.



Poverty and limited access to education and employment opportunities significantly impacted their ability to afford for health care services and medications.



The beneficiaries faced economic challenges, including poverty and limited access to education and employment opportunities. These socio-economic factors impacted their ability to afford healthcare services and medications.



Discrimination and stigma against tribal communities in healthcare settings, led to unequal treatment, disrespect, and neglect when seeking medical care.



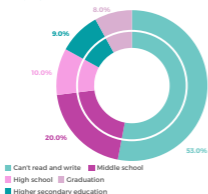
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Devi ben nagrabhai Baria, 65 years belonging to Baramkheda village of Dahod says, ' My sons and husband are agricultural labourers. I suffer from asthma. Before, the establishment of ZMCH, I was not getting proper medical treatment because of the poor means of my family. Earlier I also would not seek medical treatment as I know it is very difficult for the family to afford. Now, I can get good medical care at ZMCH because it is free of cost and it does not pose any economic burden on my family members for my treatment.

”

LOW LITERACY LEVELS OF THE RESPONDENTS

CHART 5: EDUCATION STATUS OF THE RESPONDENT



Majority of the respondents (53%) were not literate followed by 20% of the respondents who completed middle school.

A smaller segment of the population had educational attainments like High School, Higher secondary and graduation.

Implications of Low literacy levels to Health care.

Interactions with beneficiaries and medical professionals indicated that low literacy levels have profound implications for healthcare in several ways.

LIMITED UNDERSTANDING OF HEALTH INFORMATION



Individuals with low literacy levels struggle to comprehend health information, hindering their ability to make informed decisions about their healthcare.

MISINTERPRETATION OF MEDICAL INFORMATION



There's a propensity for misunderstanding medical conditions, treatment options, and preventive care measures among those with low literacy levels.

DELAYED MEDICAL CARE



Difficulty in understanding healthcare information had led to delays in seeking medical attention, resulting in the worsening of health conditions over time.

INCREASED RISK BEHAVIOURS



Low literacy is often associated with engaging in high-risk behaviours such as smoking, tobacco use, and substance abuse, exacerbating health issues.

VULNERABILITY TO SEXUALLY TRANSMITTED DISEASES



Lack of awareness due to low literacy levels increases the risk of acquiring sexually transmitted diseases.

LIMITED PARTICIPATION IN PREVENTIVE HEALTHCARE



Individuals with low literacy levels are less likely to participate in health check-ups, screenings, and vaccinations, which are essential for early detection and prevention of diseases.

LACK OF AWARENESS ON CLEANLINESS AND SANITATION



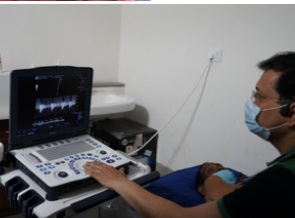
There's often a lack of understanding about the importance of cleanliness and sanitation practices among those with low literacy levels, leading to increased risk of infectious diseases.

Many beneficiaries expressed that their ability to make informed decisions at ZMCH improved significantly as a result of enhanced awareness regarding various health-seeking behaviours, medical conditions, treatment options, and preventive care measures. This increased awareness was attributed to consultations with medical professionals, guidance from nursing staff, awareness sessions held within the hospital premises, and outreach activities.



Radhiben Singad, 35 years, Zabua village, Jhabua district, Madhya Pradesh, states, 'I never went to school and do not know how to read and write. I was not aware that I was diabetic till got admitted to the hospital following an uncured wound, that caused unbearable pain in the left foot.

Here in the hospital, they have given me advice regarding diet to be followed and medicines to be taken regularly. The doctors and nursing staff insisted asked me to come for follow-up visits and my admission to this hospital has opened my eyes to the necessity of controlling sugar levels.



ZMCH HAS MADE HEALTH CARE ACCESSIBLE TO SOCIO-ECONOMICALLY DISADVANTAGED AND VULNERABLE POPULATION.

PRE- INTERVENTION SCENARIO OF HEALTH CARE OF THE ELDERLY BENEFICIARIES

Before the establishment of ZMCH, elderly beneficiaries faced numerous challenges accessing proper healthcare. Interactions with the elderly population revealed a range of obstacles they encountered:



Family members often overlooked the healthcare needs of the elderly.



Affordability posed a barrier to accessing necessary medications.



Difficulty in traveling independently to healthcare facilities.



Limited availability of medical services for chronic ailments and ongoing care.



Cultural beliefs and stigma surrounding certain health conditions discouraged timely medical care seeking.



Social isolation and lack of support networks further hindered access to healthcare.

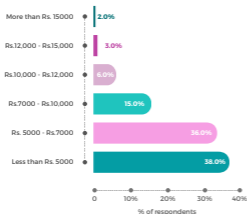


Limited financial resources within families prioritized healthcare spending for younger members.

However, with the establishment of ZMCH, elderly citizens now have access to quality healthcare for acute and chronic conditions. This facility has significantly improved their ability to receive timely and comprehensive medical treatment.

LESSER FAMILY INCOME LEVELS

CHART 6: MONTHLY FAMILY INCOME



The majority of the respondents (38%) had monthly income levels lesser than Rs. 5000/- a month, followed by 36% of the respondents with monthly income between Rs.5000/- to Rs. 7000/-.

The rest of the respondents (36%) had monthly income levels between Rs. 7000/- to Rs. 15,000/-.

“

Sabina deva bhai vasuniya, 65 years, Thandla village, belonging to scheduled tribes community of Jhabua district, Madhya Pradesh was admitted at ZMCH for treatment of viral fever and she says ' We do not have any health facilities around. Even those which are available near my place charge very high. We are poor people struggling to meet our daily needs, and to pay for medical treatment is something unaffordable for us.

Though we belong to Madhya Pradesh and this hospital is far away from my place, people like me come to this hospital only for treatment as it is very good and we do not have to pay anything at this hospital.'

”



CHALLENGES UNDERWENT BY THE BENEFICIARIES IN THE PRE INTERVENTION PERIOD DUE TO LOW INCOME LEVELS

Interactions with the beneficiaries revealed that they often underwent the following challenges in accessing health care:



They had limited access to quality healthcare services due to financial constraints.



They had experienced increased stress and mental health issues due to financial worries which impacted their overall well-being.



They had faced situations of delayed medical care and treatment seeking which led to exacerbation of health conditions.



They had limited ability to afford medications and follow-up treatments, affecting health outcomes.



There were instances of forgoing necessary medical interventions and preventive care measures.



They faced difficulty in accessing specialized healthcare services or treatments due to cost barriers.



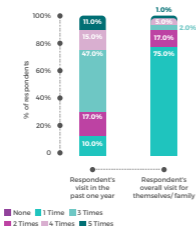
There were day to day challenges in maintaining a healthy lifestyle, such as nutritious diet and regular exercise, due to limited resources.



There were many instances of debt accumulation on account of lending money for treatment, leading to long-term financial burdens faced by them.

NUMBER OF VISITS MADE BY THE RESPONDENTS TO ZMCH IN THE PAST ONE YEAR

CHART 7: NO. OF TIMES THE RESPONDENTS VISITED THE HOSPITAL IN THE PAST ONE YEAR AND THEIR OVERALL VISIT FOR THEMSELVES/FAMILY



The study reveals that the majority of the respondents (47%) visited ZMCH at least 3 times in the past year, while 17% visited ZMCH two times in the past year.

There were also 11% of the respondents who visited ZMCH 5 times in the past year.

REASONS STATED BY BENEFICIARIES FOR REPEAT VISITS TO ZMCH.



HIGH QUALITY OF CARE AT ZERO COST

Beneficiaries cited high quality medical care including accurate diagnosis and effective nursing at no cost to them, was one of the primary reasons for visiting ZMCH.



TRUST IN HEALTHCARE PROVIDERS

Beneficiaries reposed high levels of trust in healthcare providers, such as doctors, nurses, and support staff at ZMCH.



CONTINUITY OF CARE

Beneficiaries shared that they got a sense of continuity of care that the health care providers at ZMCH are familiar with their medical history, preference and treatment goals.



PERSONALISED CARE

Many of the beneficiaries shared the health care providers at ZMCH took personalised care in treating them.



HEALTH CARE FACILITIES VISITED BY THE BENEFICIARIES

CHART 8: HEALTHCARE CENTRE USUALLY VISITED FOR ACUTE HEALTH CARE NEEDS AFTER INTERVENTION

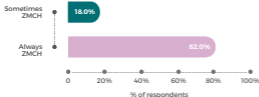
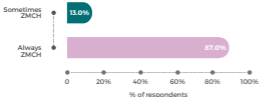


CHART 9: HEALTHCARE CENTRE USUALLY VISITED FOR ACUTE HEALTH CARE NEEDS AFTER INTERVENTION



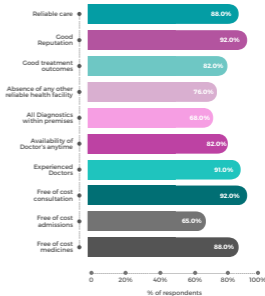
HEALTH CARE FACILITIES VISITED FOR ACUTE MEDICAL CONDITIONS.

Majority of the beneficiaries (82%) shared that they used to always visit ZMCH for treatment in case of acute medical ailments with the rest stating that they visit ZMCH sometimes, for acute medical conditions.

Health Care facilities visited for chronic medical conditions.

The majority of the beneficiaries (87%) shared that they used to always visit ZMCH for treatment in case of chronic medical ailments while the remaining respondents stated that they sometimes visit ZMCH for chronic medical conditions.

CHART 10: REASONS FOR PREFERRING TREATMENT AT ZMCH



Some of the reasons cited by the respondents for preferring ZMCH are Free cost Consultation (92%), Good reputation (92%), and availability of experienced doctors (91%).

Respondents shared that they would have spent at least Rs. 200 to Rs.500/- for consultations and felt it was above their means.

Respondents also shared that ZMCH is the only hospital with a good reputation and they get reliable care at ZMCH (88%).

Receiving free-of-cost medicines was cited to be the reason by 88% of the respondents, with some of the patients sharing they would have spent anywhere between Rs. 300 to Rs.1000 and above for medicines according to their medical conditions if they had to purchase the same from private pharmacies.

Many of the patients (82%) also mentioned the good treatment outcomes they get at ZMCH. Some of the patients (68%) mentioned they need not have to have to go outside the hospital to get diagnostic tests done.

65% of the respondents also mentioned free-of-cost admissions to be one of the major reasons for choosing ZMCH over any other health facility.

CHAPTER 5

PATIENT SATISFACTION AT ZMCH

This section discusses patient satisfaction on 4 dimensions of services at ZMCH.

Patient satisfaction with doctors

Patient satisfaction with Nursing Staff

Patient satisfaction with Hospital facility

Patient perception of Accessibility and Affordability

PATIENT SATISFACTION WITH DOCTORS AT ZMCH

Patient satisfaction with doctors in a hospital is crucial for several reasons. Satisfied patients are more likely to adhere to treatment plans and follow medical advice, leading to better health outcomes. Positive interactions with doctors build trust, enhancing the patient-provider relationship and fostering open communication.

Improved satisfaction can also bolster the reputation of the hospital, attracting more patients and contributing to its overall success. Ultimately, prioritizing patient satisfaction with doctors ensures a patient-centered approach to healthcare delivery, where patients feel valued, respected, and well-cared for throughout their medical journey.

This section describes patient satisfaction with the doctors at ZMCH.

CHART 11: THE DOCTOR PATIENTLY LISTENS TO MY SYMPTOMS

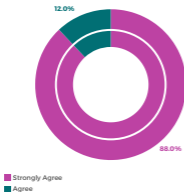


CHART 12: THE DOCTOR DOES A THOROUGH PHYSICAL EXAMINATION

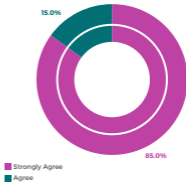


CHART 13: THE DOCTOR SPENDS ADEQUATE TIME FOR CONSULTATION

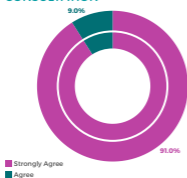


CHART 14: THE DOCTOR WAS KIND AND CONSIDERATE

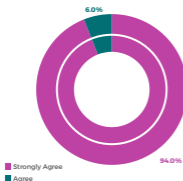
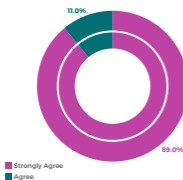


CHART 15: THE DOCTOR HAS A GOOD EXPERTISE



Majority of the respondents exhibited high levels of satisfaction towards the services of the Doctor at ZMCH.

Some of the factors leading to patient's satisfaction towards the Doctor at ZMCH were

TRUST IN DOCTOR'S EXPERTISE



89.0%

of the respondents strongly agreed that they had trust in the expertise of the doctors at ZMCH, which was attributed to the following reasons.



Accurate diagnosis resulting in early identification of ailments.



Effective treatments are prescribed based on thorough diagnoses.



Proficiency in handling complex medical cases.



Dedication of the doctors towards the well-being of underserved people.

“

Tajsingbhai bhimbhai Parmar, 73 years, belonging to Usarvan village, Dahod says 'I was admitted at ZMCH because of acute chest pain. Since ZMCH has expert doctors and the hospital has all equipment for diagnosis, bed facilities at no cost to the patient. I was able to get treatment here.

The Doctors at ZMCH are very kind and interact with the patients well. My life was saved because of the timely treatment at ZMCH.'

-Tajsingbhai bhimbhai Parmar,
Usarvan Village, Dahod

”



KIND AND CONSIDERATE NATURE OF DOCTORS



94.0%

of the respondents expressed high levels of agreement to the statement that the doctors at ZMCH were kind and considerate, while 6% of the respondents agreed to the same.



The Doctors exhibited empathy and compassion towards the poor patients fostering a caring environment.



The Doctors prioritized patient comfort and well-being.



The Doctors provided reassurance and emotional support to patients and families during challenging times.

SPENDING ADEQUATE TIME FOR CONSULTATION



91.0%

the respondents expressed strong agreement towards the statement that doctors at ZMCH spend adequate time for consultation, while the rest agreed to the same.



The Doctors spent time in knowing the symptoms and diagnosing the ailment.



The Doctors give adequate consultation regarding treatment options and potential concerns with the patient.

THE DOCTOR DOES A THOROUGH PHYSICAL EXAMINATION



85.0%

of the respondents strongly agreed to the statement that the doctors undertake a thorough physical examination, while 15% of them, agreed to the same.



Physical examination by the doctors at ZMCH instilled a sense of confidence in them that no aspect of their health is overlooked.



The doctors oriented them about preventive measures and early intervention based on the diagnosis through physical examination in case they come across any anomalies.

THE DOCTORS PATIENTLY LISTEN TO THEIR SYMPTOMS



88.0%

of the respondents strongly agreed to the statement that the doctors at ZMCH patiently listen to their symptoms, while the rest agreed to the same.



Patients felt more comfortable as their symptoms were heard attentively, which created a trust on the doctor.



The patients got a confidence that they were able to share the correct information to make accurate diagnosis by the doctor.

PATIENT SATISFACTION WITH THE NURSING STAFF

Nursing staff being the first point of contact in the treatment process before meeting the doctor, patients satisfaction with the nursing staff is very crucial in building trust and making the patients more confident and comfortable with the health care facility.

The study reveals a high level of satisfaction of the patients with the nursing staff at ZMCH.

CHART 16: THE NURSING STAFF TREAT THE PATIENTS WITH RESPECT

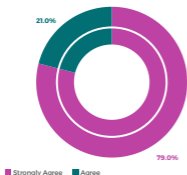


CHART 18: THE NURSING STAFF EXPLAIN THE TREATMENT PROCESS FOLLOWED

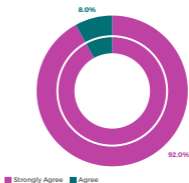


CHART 17: THE NURSING STAFF ARE KIND AND CONSIDERATE OF THE PATIENTS

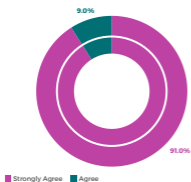
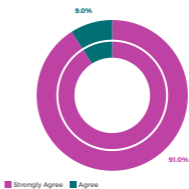


CHART 19: THE NURSING STAFF ARE COMPETENT AND EXPERIENCED

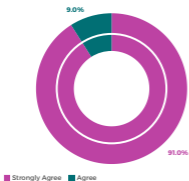


“

Pansingbhai Pitaya Mohaniya, 65 years, belonging to Bhitodi, Dahod says ' I was admitted here at ZMCH after I fell unconscious because of high blood pressure. I also have uncontrolled diabetes and Anemia. There are very good senior doctors at ZMCH, who provide quality care on par with any private hospital. I would rather say I would not have got such a high quality of medical care even in a private hospital. The doctors give adequate attention to each patient, and I am very much satisfied with the services of ZMCH.'

”

CHART 20: THE NURSING STAFF EXPLAIN ABOUT THE DOSAGES AND TREATMENT REGIMEN TO BE FOLLOWED



THE NURSING STAFF TREAT THE PATIENTS WITH RESPECT

Respondents interacted during the study expressed satisfaction that the nursing staff treated them with respect.



79.0%

of the respondents strongly agreed to the statement and the rest agreed to the same.

Patients shared that respectful treatment by nursing staff resulted in



Instilling Trust and rapport building.



Imparting a sense of dignity.



Enhancing their emotional well-being.



Providing them with a positive perception of overall care experience.

NURSING STAFF WERE KIND AND CONSIDERATE TOWARDS THE PATIENTS

All the respondents were satisfied that the nursing staff were kind and considerate towards them.



91.0%

of the respondents strongly agreed while the rest expressed agreement to the statement.

Respondents shared that this helped in



Improving their comfort levels in the hospital.



A better sense of overall care experience.



Greater satisfaction with the treatment process.

“

Ramesh bhai Meda, 28 years, Jhabua, Madhya Pradesh says ' I was admitted at ZMCH as I suffered from unbearable back pain on the sides of my hip and painful urination.

I was diagnosed as having renal stone. ZMCH is the best medical facility in this region, and since there is good Public Transport connectivity, I travelled around 40 kms from Madhya Pradesh to this hospital. Here I am getting the best possible treatment and I am very much satisfied with the services of the hospital.

”



NURSING STAFF EXPLAINED TREATMENT PROCESS FOLLOWED

As most of the patients attending ZMCH were illiterate, the nursing staff played a crucial role in making the patients understand their medical conditions.



92.0%

of the respondents strongly agreed that the nursing staff explained the treatment process to them, while the rest agreed to the same.

This helped them through



Increased understanding of their condition and treatment options



Empowerment through knowledge, reducing feelings of helplessness



Improved adherence to treatment plans due to clear understanding



Reduced anxiety about the treatment process



Greater satisfaction with the quality of care received.

NURSING STAFF ARE COMPETENT AND EXPERIENCED

Patients usually show a preference for interacting with nursing staff over doctors, finding it more convenient and comfortable. Their positive perception of nursing staff contributes significantly to higher satisfaction levels with the healthcare facility.



91.0%

strongly agreed that the nursing staff are competent and experienced while the rest agreed to the same.

Respondents expressed that competent nursing staff at ZMCH helped them in



Getting clarity of the treatment process.



Understanding medication dosages



Learning about dietary regimens



Scheduling follow-up appointments.

NURSING STAFF EXPLAINED TREATMENT PROCESS FOLLOWED



91.0%

of the respondents strongly agreed that the nursing staff explained the dosages and diet regimens to them, while the rest were in agreement to the statement.

This helped the patients in the following ways.



Ensuring following the prescribed medications and dietary guidelines accurately.



Reducing the risk of medication errors and non-compliance.



Empowering the patients to take an active role in their own care.



Enhancing the patient confidence in treatment effectiveness.



Minimizing confusion and anxiety related to medication management and dietary restrictions.

“

Bahadur hamarsingh Singad, 56 years, Ranapur, Jhabua, Madhya Pradesh, admitted at ZMCH for treatment of Scrotal wall abscess says ' I had extreme pain in urination and bowel movements due to the abscess and even walking became difficult for me due to the swelling. After I was admitted here, the doctors gave a good treatment. The nursing staff are very kind, considerate and give me proper medicine dosages at the right time, know about my diet needs, and treat me with dignity

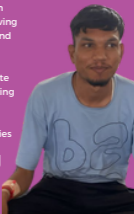
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“

Viral Rameshbhai Damor, 24 years, belonging to Zhalod, Dahod says ' I suffer from appendix problem and I was admitted here following severe abdominal pain, fever and nausea. The services of the hospital are very good. The premises look very clean in spite of large number of people visiting the hospital. The hospital is spacious and has all the latest medical equipment and facilities for diagnosis.'

”



PATIENT SATISFACTION ABOUT THE HOSPITAL FACILITY

CHART 21: PREMISES ARE CLEAN AND TIDY

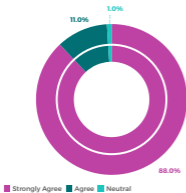


CHART 23: LARGE ENOUGH TO ACCOMMODATE HUGE NUMBER OF PATIENTS

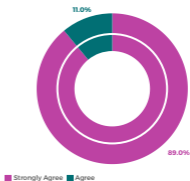


CHART 22: GOOD SEATING ARRANGEMENTS FOR WAITING

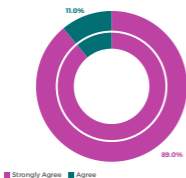


CHART 24: LATEST MEDICAL EQUIPMENT

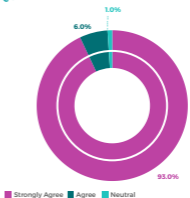
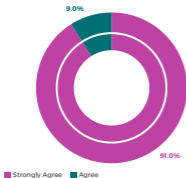


CHART 23: CONGENIAL ATMOSPHERE FOR TREATMENT



CLEANLINESS OF THE HOSPITAL



88.0%

of the respondents strongly agreed that the hospital premises were clean and tidy.

Respondents shared that clean and tidy premises at ZMCH helped them to



Perceive quality care.



Feel safer from the risks of hospital infections.



Have a positive experience of the hospital during treatment.

SEATING ARRANGEMENTS



89.0%

of the respondents interacted during the study strongly agreed that ZMCH had good seating arrangement for waiting to meet the doctor.

Patients expressed that good seating arrangements at ZMCH



Reduced physical discomfort while waiting to meet the doctor.



Instilled more psychological comfort.



Reduced restlessness during the waiting time.

CONGENIAL ATMOSPHERE FOR TREATMENT



91.0%

of the respondents strongly agreed that ZMCH had a congenial atmosphere, in spite of being visited by a huge number of patients on a daily basis.

Patients stated that congenial atmosphere at ZMCH helped in



Fostering a sense of trust between patients and health care providers.



Instil a feeling of being more valued and listened to.



Experiencing less stress and anxiety during hospital visit.



SEATING ARRANGEMENTS FOR THE PATIENTS WAITING IN OPD

SPACIOUS ENVIRONMENT



88.0%

of the respondents strongly agreed that ZMCH was large enough to accommodate huge number of patients.

The presence of a spacious environment at ZMCH aided in



Alleviating stressful experience for patients and their families from overcrowding and congestion.



Bolstered patient's confidence in receiving quality health care.



More privacy during examinations and consultations.

LATEST MEDICAL EQUIPMENT



93.0%

of the patients strongly agreed that ZMCH had the latest medical equipment for various diagnosis and surgeries.

Interactions with patients revealed that the availability of latest medical equipment at ZMCH helped in



Faster diagnosis of health conditions.



Precise diagnosis leading to early starting of the treatment process.



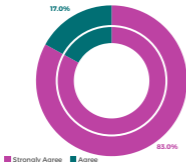
Instilling a sense of quality care.

PATIENTS STANDING IN A QUEUE TO RECEIVE MEDICINES FROM THE PHARMACY



PATIENT SATISFACTION ABOUT ACCESSIBILITY AND AFFORDABILITY AT ZMCH

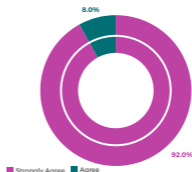
CHART 25: ADEQUATE PUBLIC AND PRIVATE TRANSPORT FACILITIES TO REACH THE HOSPITAL



83.0%

of the respondents strongly agreed that they have adequate access to ZMCH through Public and Private Transport facilities

CHART 26: SUFFICIENT AMBULANCE FACILITIES TO REACH AT TIMES OF EMERGENCIES



92.0%

of the respondents interacted during the study strongly agreed that ZMCH was accessible during medical emergencies due to the availability of sufficient ambulance facilities.

Interactions with patients revealed that ZMCH is



Located in a geographical area well served by various transportation modes from not only Dahod, but also districts in the neighbouring states of Rajasthan and Madhya Pradesh.



New Transport facilities have emerged in the recent times to cater to the increased demands of population visiting ZMCH.



On an average every day 70-80 ambulances bring the patients to the emergency services of ZMCH.

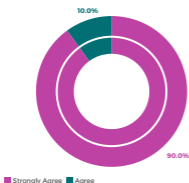


Since Dahod, is situated in the national highway, closer to the tri-junction connecting the border states of Rajasthan and Madhya Pradesh with Gujarat, reckless, high risk driving by poor people in unsafe transportation modes, there are at least 8-10 accident cases reported every day.



There are ambulances from the neighbouring districts in the states of Rajasthan and Madhya Pradesh bringing people for various medical emergencies to ZMCH.

CHART 26: ADEQUATE NO. OF MEDICAL STAFF TO ATTEND TO THE PATIENTS ANY TIME



AVAILABILITY OF ADEQUATE MEDICAL STAFF TO ATTEND PATIENTS ANYTIME.



90.0%

of the respondents strongly agreed that there are adequate medical staff at ZMCH to attend patients any time.

The presence of adequate medical staff at ZMCH has

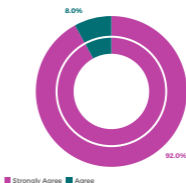


Instilled a sense of security among the patients that doctors will be available for emergencies and critical situations.



Patients experience less anxiety and stress as they know that medical assistance is readily accessible, leading to a more positive and reassuring hospital experience.

CHART 27: THERE IS NO COST INVOLVED IN GETTING MEDICAL CARE AT ZMCH



92.0%

of the respondents strongly agreed that there is no cost involved in getting medical care at ZMCH and this is one of the reasons for their satisfaction towards the services of the hospital.

Patients interacted during the study revealed that they realised.



Huge relief from financial burden:

The fact that there is no medical costs involved in getting treatment has alleviated the financial burden towards medical treatment.



Access to Essential Care:

Zero cost of treatment has ensured access to all patients regardless of ability to pay.



Equitable Healthcare Access:

The availability of free treatment facility has promoted a sense of fairness and inclusivity towards getting quality health care.



Prevention of Health Deterioration:

Timely treatment has prevented the worsening of medical conditions.

CHAPTER 6

KEY IMPACT

The establishment of ZMCH has proven to be a successful Brown Field model where in the previously existing District Government Hospital, Dahod, was completely demolished and a massive building infrastructure, measuring 55,000 Sq. ft, was built to accommodate various specialities and facilities. ZMCH has effectively addressed the challenges in providing quality public health of the people in Dahod district in multifarious ways, which are discussed in this section.

The National Health Policy 2017 recommends availability of 2 beds per 1000 population. However, the number of beds in public health facilities are guided by the population norms mentioned in the Indian Public Health Standards (IPHS) laid down by the Government of India.

Type of Public Health Facility	Recommended no. of beds in India
Primary Health Centre	6 indoor/ observation beds is to be established to cover 20,000 to 30,000 population.
Community Health Centre	30 beds to cover population of 80,000-120,00
Sub-District Hospitals	31-100 beds to cover population of 1,00,000 – 5,00,000
District Hospital	101-500 beds to cover population up to 30,00,000



Dahod having a population of 21,27,086 people has an ideal bed requirement of 500 beds for admission.



ZMCH has two and a half times more than the ideal bed requirement at 1304, excluding the beds available in PHCs/ Community Health Centres and Sub-District Hospitals.



A CHILD BEING ATTENDED IN THE ICU.

KEY IMPACT: EXPONENTIAL INCREASE IN ACCESS TO INPATIENT CARE LEADING TO BETTER TREATMENT OUTCOMES

CHART 28: NO. OF BEDS IN EARLIER DISTRICT HOSPITAL AND PRESENT ZMCH



EARLIER DISTRICT HOSPITAL

ZMCH

nos.

CHART 29: ICU FACILITIES IN EARLIER DISTRICT HOSPITAL AND ZMCH



EARLIER DISTRICT HOSPITAL

ZMCH

nos.

The previously existing district hospital, Dahod had only 150 beds, whereas ZMCH has 1034 beds for inpatient admission.

Likewise, the earlier district hospital had only 8 ICU beds, whereas the present facility of ZMCH has 118 ICU beds.

No. of in- patients in 2023-24	41289
Monthly average of admissions	3441

Going by the current ratio of 1: 40, served by ZMCH now, one bed catering to 40 admissions in a year, with the availability of 150 beds for admissions, the District Government Hospital, Dahod, could have admitted a maximum of 6,000 patients in a year, prior to 2017.

Whereas, ZMCH is able to meet the needs of admission of around 40,000 patients every year.

Types of ICU	No. of beds	Patients served
Medical Intensive Care Unit.(MICU)	12	Provides close monitoring and advanced interventions to critically ill patients.
Intensive Cardiac Care Unit (ICCU)	06	Delivers specialized and intensive care to patients with acute cardiac conditions, such as heart attacks or severe cardiac arrhythmias, requiring close monitoring, advanced cardiac interventions, and specialized treatments.
Surgical Intensive Care Unit (SICU)	06	Provides specialized and intensive care to patients who have undergone major surgical procedures or who require post-operative monitoring and management of complex surgical conditions.
Dialysis	08	Provides facilities for advanced dialysis interventions, and specialized medical management to optimize renal function for patients with acute kidney disease or end stage renal disease.

Types of ICU	No. of beds	Patients served
OT Recovery	30	Caters to the needs for Post-operative recovery to facilitate healing, manage pain, monitor for complications, restore function, provide support, educate patients, and promote independence following surgery.
Paediatric Intensive Care Unit	06	Provides specialized medical care and support for critically ill infants and children.
Neonatal Intensive Care Unit	20	Provides specialized medical care and support for premature infants, critically ill newborns, and those with complex medical conditions, aiming to promote their survival, growth, and long-term health outcomes.
Casualty	30	Provides immediate medical care and treatment to patients with acute illnesses, injuries, or medical emergencies, aiming to stabilize their condition, alleviate symptoms, and determine the appropriate course of action for further management, including admission to hospital, discharge, or transfer to another healthcare facility.



ENHANCED CRITICAL CARE CAPACITY

With a phenomenal increase in ICU beds in comparison with what was previously available in the earlier district hospital, ZMCH is now able to accommodate more critically ill patients who require intensive monitoring, specialized treatment, and life-saving interventions. This has led to improved outcomes for patients with severe illnesses/injuries, thus reducing mortality rates.



INCREASED SURVIVAL RATES

Timely access to critical care services at ZMCH has significantly improved patient survival rates, especially for those with conditions such as fatal conditions like Chronic Obstructive Pulmonary Disorders, Respiratory Distress, Sepsis, malignant tumours and Trauma. The expanded ICU capacity has helped save more lives within Dahod district and neighbouring areas belonging to Madhya Pradesh and Rajasthan.



REDUCED WAIT TIME FOR TREATMENT AND SURGERIES

With more beds available, more patients are admitted now quickly, reducing wait times for treatment and surgeries. This has led to improved health outcomes, especially for patients with acute, life threatening conditions requiring immediate care.

With a bed occupancy rate nearing full capacity, it is established that the crucial need for admissions has been effectively addressed by ZMCH.



REDUCED NEED OF DEPENDENCE ON OTHER HEALTH FACILITIES

Interactions with patients have indicated that due to the accessibility of ZMCH and given their limited financial resources to cover medical expenses, there is a decreased necessity to seek medical assistance from other healthcare facilities during emergencies and crises.



REDUCED OVERCROWDING

With limited capacity leading to constraints inpatient admission, it is a common sight to see public hospitals often operating over-capacity, leading to overcrowded conditions and potential delays in care.

Interactions with the public and medical professionals in Dahod revealed that a more comfortable and efficient environment for inpatient admission has been created at ZMCH.



ENHANCED FLEXIBILITY AND CAPACITY

The presence of a larger number of beds at ZMCH has provided the hospital and the medical professionals to attend more number of patients with greater flexibility in tune with patient volume, seasonal illnesses, and unexpected emergencies.

This also has allowed for the expansion of specialized services and the introduction of new programs to meet the community's healthcare needs.



IMPACT ON COMMUNITY HEALTH

ZMCH with its increased bed capacity has positively impacted the overall health of the community by providing timely access to healthcare services.

This has led to better management of acute/chronic conditions, reduced complications from untreated illnesses, and improved public health outcomes.

“

Lalitaben Bhuriya, belonging to Garbada village, Dahod says 'I was admitted to ZMCH for treatment of Kidney stone. We do not mind travelling 30 km, to this hospital, because this is the best one in the region, offering free beds, free food, and quality treatment. Had I been admitted to any other hospital we would have spent at least Rs.50,000/- which is beyond our means.

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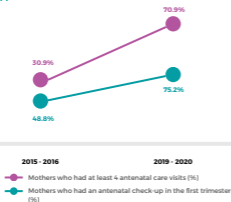
PATIENT BEING TAKEN CARE AT THE ICU

KEY IMPACT: SIGNIFICANT IMPROVEMENT IN MOTHER AND CHILD CARE

ZMCH provides facilities for Antenatal care like



CHART 30: STATUS OF ANTENATAL CARE IN DAHOD DISTRICT BEFORE AND AFTER ZMCH



Increase of 26.4% of mothers seeking antenatal check up in the first trimester and a 40% increase in mothers who had at least 4 antenatal care visits observed between 2014-15 and 2019-21.



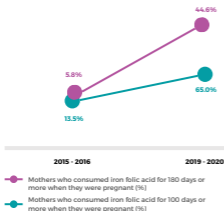
ZMCH being the district hospital, can be attributed to this improvement in more mothers seeking antenatal care.

A comparison of the NHFS 4 and NHFS 5 data on mothers who had an antenatal checkup in the first trimester, shows that in 2015-16, only 48.8% of mothers had antenatal check in the first trimester, which went up to 75.2% in 2019-21.

EXPONENTIAL IMPROVEMENT IN PREGNANT MOTHERS CONSUMING IRON FOLIC ACID

Consuming Iron folic acid (IFA) supplements is crucial for pregnant mothers for prevention of anaemia as adequate iron intake during pregnancy is vital for the optimal growth and development of the foetus. Iron plays a critical role in foetal brain development, ensuring proper cognitive function and neurodevelopment. Iron deficiency is associated with low birth weight and pre term birth and associated with increased risk of maternal complications. Folic acid is crucial for preventing neural tube defects such as spina bifida and anencephaly in the developing fetus. Neural tube defects occur in the early stages of pregnancy, often before a woman knows she is pregnant, underscoring the importance of preconception and early pregnancy supplementation with folic acid.

CHART 31: CONSUMPTION OF IRON FOLIC ACID



51.5%

increase in mothers consuming iron folic acid for 100 days or more



38.8%

increase for 180 days or more, between 2015-16 and 2019-21

Comparison of NHFS data 2015-16 and 2019-21 data on Iron Folic Acid consumption by pregnant women for 100 days or more, shows that it was 13.5% in 2015-16, and increased to 65% in the year 2019-21.

Only 5.8% of the mothers consumed iron folic acid for 180 days or more when they were pregnant in 2015-16, whereas it increased to 44.6% in 2019-21.



IMPROVEMENT IN POST NATAL CARE THROUGH HEALTH CARE PROFESSIONALS

Post-natal care by professionally trained health care professionals offers advantages like having the requisite medical expertise to assess and address the health issues for both mother and newborn. They can easily identify and respond to postnatal complications such as hemorrhage, infection, or jaundice.

Healthcare professionals can also offer consultations on breastfeeding challenges and educate better on feeding and postpartum recovery and infant health. They are trained to respond to medical emergencies and provide immediate care, potentially saving lives.

CHART 32: MOTHERS WHO RECEIVED POST-NATAL CARE FROM A DOCTOR/NURSE/ANM OTHER HEALTH PERSONNEL WITHIN 2 DAYS OF DELIVERY (%)



2015 - 2016

2019 - 2020

While only 84.8% of the mothers reported receiving post-natal care through health care professionals in 2015-16, 98.9% received it, in 2019-21.



14.1%

increase in women seeking post-natal care within 2 days of delivery through trained health care professional between 2015-16 and 2019-21.



CONSIDERABLE IMPROVEMENT IN VACCINATION STATUS



BCG vaccination is vital for preventing Tuberculosis and given in infancy to prevent severe TB in childhood and later years.



Rotavirus vaccination guards against rotavirus, a common cause of severe diarrhoea and dehydration in infants.



Polio vaccination shields against poliomyelitis, and is administered in multiple doses to ensure immunity to all poliovirus strains.



Measles vaccination prevents measles, a highly contagious viral infection causing fever, rash, and complications.



DPT vaccination offers protection against diphtheria, pertussis (whooping cough), and tetanus and prevents severe respiratory infections, paralysis, and fatal complications.

CHART 33: VACCINATION STATUS - BCG AND POLIO



2015 - 2016

2019 - 2020

● Children age 12-23 months who have received 3 doses of polio vaccine (3%)

● Children age 12-23 months who have received BCG (%)

CHART 34: VACCINATION STATUS- DPT, MEASLES AND ROTAVIRUS



Children age 12-23 months who have received 3 doses of penta or DPT vaccine (%)

Children age 12-23 months who have received the first dose of measles-containing vaccine (MCV) (%)

Children age 12-23 months who have received 3 doses of rotavirus vaccine (%)

● 2019 - 2020 ● 2015 - 2016



BCG Vaccination Status: There is a 23.6% improvement in vaccination status between 2015-16 and 2019-21.



Measles vaccination: 23% improvement in vaccination status is observed between 2015-16 and 2019-21.



Polio Vaccination Status: There is a 27.2% improvement in vaccination status between 2015-16 and 2019-21.



Rotavirus: 58.5% improvement in vaccination status is observed between 2015-16 and 2019-21.



DPT There is a 30.9% improvement in vaccination status between 2015-16 and 2019-21.

IMPROVED NUTRITIONAL STATUS OF MALNOURISHED CHILDREN

MOTHERS WITH RECUPERATING CHILDREN AT THE NUTRITIONAL REHABILITATION CENTER.



NUTRITIONAL REHABILITATION CENTERS (NRCs) IS PLAYING A VITAL ROLE IN ADDRESSING MALNUTRITION AMONG INFANTS AND CHILDREN IN DAHOD DISTRICT.

Assessment and Screenings

The NRC at ZMCH conducts thorough assessments and screening to determine the nutritional status of infants and children with severe malnutrition.

Taking up Referrals

ZMCH takes up cases of severely malnourished children referred by the PHCs/ Sub Centres in the district and neighbouring areas.



Nutritional Counselling

The centre offers nutritional counselling to mothers educating them about proper nutrition, meal planning, and food preparation techniques to ensure adequate intake of essential nutrients.

Individualised Treatment Plans

The NRC, ZMCH prepares individualized treatment plans to address malnutrition, which includes therapeutic feeding programs, provision of specialized nutritional supplements, and medical interventions as needed.

Follow up visits

The NRC schedules the follow up visits of infants admitted at NRC, to monitor the nutritional status to track long term outcomes and provide ongoing support.

MONTH	No. of Children Admitted	Admission Rate (%)	Bed Occupancy rate	Weight gain of 15% during 4/3 follow up.	Avg Weight Gain (In grams)	Death
APRIL	29	145%	109.66	14	6.41	0
MAY	25	125%	106.00	14	6.92	0
JUNE	13	65%	53.00	17	6.20	0
JULY	21	105%	91.66	18	7.54	0
AUGUST	28	140%	129.33	10	6.98	0
SEPTEMBER	20	100%	91.33	14	6.34	0
OCTOBER	20	100%	91.33	17	7.43	0
NOVEMBER	13	65%	60.66	17	6.86	0
DECEMBER	20	100%	93.33	18	7.56	0
JANUARY	20	100%	93.33	12	8.53	0
FEBRUARY	15	75%	70.00	20	6.99	0
MARCH	20	100%	93.33	19	8.79	0
Total	244	116%	91.74	190 (Out of 208 infants who were brought up for follow ups)	7.25	0

The admission rate of 116% and the bed occupancy rate of 91.74% suggest that more malnourished children were being admitted than the center's capacity (20 children per month).

This indicates a higher demand for nutritional rehabilitation services, possibly due to the increased prevalence of malnutrition in the community, and the improved awareness due to the outreach efforts of the hospital.

The average weight gain of 7.25 gms, (15% of body weight during admission, as per WHO guidelines) among 91.34% of infants who were brought for follow-up visits were observed.

KEY IMPACT: ACCESSES TO FREE DIAGNOSTIC SERVICES LEADING TO BETTER TREATMENT OUTCOMES

CHART 34: NUMBER OF CASES ATTENDED FOR IMAGING AND DIAGNOSTICS IN 2023-24

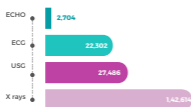


CHART 35: NO. OF CLINICAL LABORATORY TESTS DONE IN 2023-24



The availing of free diagnostics such as X-rays, ECGs, Echocardiograms (ECHO), and Ultrasonography (USG) to patients has multifarious positive impacts like



REDUCED FINANCIAL BARRIERS FOR MEDICAL CARE

Beneficiaries shared that given their poor economic conditions, taking X-rays, ECGs, ECHO and USG would have involved spending a substantial amount of money towards medical treatment if they were to get it from private labs.

Interactions with the beneficiaries revealed that the offering of free diagnostic services and clinical lab tests has alleviated the financial barriers to essential medical services.



REDUCED HARDSHIPS IN GETTING TEST RESULTS

Interactions with the beneficiaries revealed that as the lab tests and diagnostic services are available within the premises, they need not have to travel separately to any other private Labs. This has substantially reduced their hardships in getting the tests done.



REDUCED WAIT TIME

Beneficiaries shared that most of the tests and diagnosis results they get within the same day or in the shortest possible time.

They can get the tests/ diagnosis results on the same day and see the doctor for consultation, which has reduced their total waiting time in the hospital.



EARLY DETECTION AND TREATMENT

Medical professionals who interacted during the study revealed that with the availability of these tests/ diagnosis available free of cost, within the premises and with the faster getting of the results, they were able to detect the diseases in an early stage, which helped them to start the treatment earlier.

KEY IMPACT : TREATMENT ACCESS TO THALASSEMIA PATIENTS

ZMCH has a treatment facility for Thalassemia patients which is the only facility available in the district dedicated for the treatment of Thalassemia patients.

33 Patients are registered with the facility.



ROUND THE CLOCK BLOOD TRANSFUSION FACILITY

This facility provides 24 x 7 access to Thalassemia patients there by alleviating the stress of poor patients in finding a treatment facility in times of emergency need.



REDUCED FINANCIAL BURDEN

For each time of hospital visit, the Thalassemia patients will have to spend around Rs. 2000/- to Rs. 3000/- for blood transfusion in private clinics or hospitals, which is a huge financial burden on poor patients.

With the availability of a free Blood transfusion facility, patients feel alleviated of their financial burden to a larger extent.



IMPROVED HEALTH OUTCOMES

With the provision of timely medical care to Thalassemia patients with regular blood transfusions and other necessary treatments, better management of symptoms and complications has been made possible.



A PATIENT BEING DIAGNOSED WITH CT SCAN MACHINE.



CASE STUDY: THALASSEMIA

Roshni Manubhai Bhuriya, a 17-year-old resident of Chapri Village in Dahod, Gujarat, was born into a family that initially celebrated her arrival as a healthy baby girl. However, their joy was soon overshadowed by the appearance of swelling on Roshni's mouth, hands, and feet when she was just six months old. Concerned for her well-being, her family promptly sought medical attention at Zydus Hospital.

After undergoing a series of tests, Roshni was diagnosed with thalassemia, a genetic blood disorder. This news undoubtedly brought distress to her family, but they found solace in the fact that Zydus Hospital had recently established a dedicated department for thalassemia treatment, staffed with professionals equipped to manage the condition.

Roshni's treatment journey has been marked by regular blood transfusions, initially once a year, then progressing to every six months, every three months, and now, twice a month. Despite the increasing frequency of her medical visits, Roshni and her family have been spared the burden of hefty treatment costs, thanks to the hospital's policy of providing all necessary care free of charge.

Living in a modest household supported by her parents' income from farm labour, Roshni's family deeply appreciates the invaluable support and care they have received from Zydus Hospital. Without this assistance, they would have struggled to afford the medical expenses associated with Roshni's condition. Thus, their gratitude extends to ZMCH who have been instrumental in Roshni's ongoing treatment and well-being.



KEY IMPACT: ENHANCED CAPACITY FOR DIALYSIS

With the addition of 3 dialysis machines to the existing capacity of 5 dialysis machines, the capacity of dialysis has increased to 8.

The availability of free dialysis has resulted in the following impact on the patients.

Reduced wait times for getting dialysis:



REDUCED WAIT TIMES FOR GETTING DIALYSIS

Patients reported shorter waiting times because of the availability of extra dialysis machines.



REDUCED FINANCIAL BURDEN

Patients reported they would have saved at least Rs.4000/- which they might have otherwise paid to a private facility for each time of dialysis by availing the facility at ZMCH.



IMPROVED QUALITY OF LIFE

With the availing of dialysis facility at ZMCH, patients reported better symptom management like reduction in fatigue, nausea, shortness of breath, etc., which is helpful in improving the quality of life for end stage renal patients.



A SURGICAL PROCEDURE
BEING PERFORMED IN THE OT

CHAPTER 7

SUCCESS STORIES

SUCCESS STORY 1

1ST TIME LAPAROSCOPIC RADIAL NEPHRECTOMY AT ZYDUS HOSPITAL, DAHOD

1st TIME LAPROSCOPIC RADICAL NEPHRECTOMY AT ZYDUS HOSPITAL;DAHOD

❖ 64 YEAR MALE PRESENTED WITH RIGHT FLANK PAIN AND HEMATURIA

❖ ON EVALUATION RIGHT KIDNEY MID LOWER POLE MASS PRESENT

and please call 079 25000000 for more information

A well defined, irregular heterogeneously enhancing mass lesion noted involving mid and lower pole of right kidney, lesion extending to involve right pelvis. Multiple areas of necrosis were seen within the lesion. The lesion measured 58 x 57 x 44 mm in size. The lesion encased right renal vessels, however no evidence of frank invasion noted. The lesion surrounded perinephric fat stranding noted on both sides, suggestive of neoplastic malignant mass lesion.







DR. DARSHIT SHAH (UROLOGIST)

SPECIAL THANKS TO

- DR. SHALESH RATHOD (HOD SURGERY DEPARTMENT)
- DR. KANLESH GOHIL (SURGEON)
- ANESTHESIA DEPARTMENT
- OT STAFF



A 64-year-old male presented with right flank pain and haematuria. On further evaluation, right kidney mid lower pole mass was found.

On examination, irregular heterogeneously enhancing mass lesion noted involving mid and lower pole right kidney, with the lesion extending to right pelvis. Multiple areas of necrosis were seen within the lesion. The lesion measured 58x 57x 44 mm in size. The lesion encased right renal vessels, however evidence of frank invasion noted. Mild surrounding perinephric fat stranding noted on both sides, suggestive of neoplastic malignant mass. The medical team consisting of expert medical professionals from the departments of urology, General Surgery and Anaesthesia Department successfully conducted Laparoscopic radial nephrectomy and removed the malignant mass, saving the life of the patient.

SUCCESS STORY 2



A 62-year-old woman presented with a large lump in her left breast that she had been experiencing for the past decade. The abnormal swelling significantly disrupted her daily life. Upon evaluation with ultrasound and fine needle aspiration cytology (FNAC), the diagnosis was confirmed as a lipoma/liposarcoma of the breast. Subsequently, she underwent a simple mastectomy with the removal of a massive mass weighing approximately 14 kg. The surgery proceeded smoothly without any complications, and the patient was discharged without incident.



CASE STUDY:

The patient was brought to ZMCH following a road traffic accident, presenting with facial swelling and several bone fractures. After undergoing pre-operative assessments, the patient was taken to the operating room for maxillofacial surgery. During the procedure, the medical team utilized a semi-coronal surgical approach and identified fractures in the orbital and zygomatic complex, along with a sub-condylar fracture on the right side of the mandible via a retromandibular approach. All fractures involving the eye socket and cheekbones were realigned and secured with three titanium plates, while the subcondylar fracture of the lower jaw was stabilized with a titanium plate. The surgery was successfully performed by the oral and maxillofacial surgical team, with support from the anesthesia team. The patient is currently in stable condition and has made a full recovery.



CHAPTER 8

ADVANCED MEDICAL EQUIPMENT ADDED TO THE MEDICAL INFRASTRUCTURE AT ZMCH IN THE FY 2023-24

THIS SECTION HIGHLIGHTS THE MEDICAL EQUIPMENT PURCHASED IN THE YEAR 2023-24 AND DESCRIBES THE FEATURES AND APPLICATIONS OF SOME OF THE EQUIPMENT

Advanced Medical Infrastructure added in the year 2023-24.

S.no	Department name	Equipment name
1	New Modular OT- 07	Ventilator Elisa300 (BPL)
2		Anaesthesia Work Station 2 Gas EFLOO6 (BPL)
3		Anaesthesia Work Station 3 Gas EFLOO6 C (BPL)
4		b)
5		Multi Para Monitor Ultima Prime D (5 Para)
6		Syringe Pump acuras1 (BPL)
7	Urology OT	Nephoscope 18 Fr
8		Sheath For Nephoscope 20.8 Fr
9		Obturator For Nephoscope 20.8 Fr
10		Ureterorenoscope 5 ⁺ 6/7.5 Fr WL 430mm
11		Ureterorenoscope 5 ⁺ 4.5/6.5 Fr WL 430mm
12	New Modular OT- 07	Cautery Machine (CRESTA)
13		Cautery machine (ultima with in seal)
14	ENT OPD	OTO scope
15	Gyno OT/Labor room	Cryo Cautery Machine
16	MICU	ECH Holitor monitor
17	Neurology OT	Manman Motor Drill Set
18	OT	Fujifime usg machine Cardiac probe

S.no	Department name	Equipment name
19	Urology Ot	Forward-Oblique Telescope 30 (urethra scope)
20		Cystoscope Sheath,20Fr Set
21		Telescope Bridge with 1 lockable channel
22		Working Element Set
23		Resectoscope Sheath26 Fr Set
24		Visual Obturator, for Sheath24/26 Fr
25		Sachse Ureterotome Sheath Set
26		Hopkins Telescope 6',18 Fr (Nephroscope 18 Fr)
27		Operating Sheath,22 Fr
28		Urology OT
29	ENT OPD	Audio Meter Machine
30	Urology OT/ Neurology OT	IITV(DSA)
31	Cynae OT/labour room	CTG Machine
32	SKIN OPD	Diode Laser
33		Cryo Can (Liquid Nitrogen Can)3.7 ltr
34		Derma Chair Deluxe
35		Cautery Machine
36		Cryo Gun (Liquid Nitrogen Can)300 ml
37		OCT MACHINE
38	Ophthal Opd	Yag Laser
39		Green Laser Machine
40		Phaco Machine
41		Fundus Camere
42		B-Scan Machine
43	Dialysis Room	Dialysis Machine
44	Ophthal OT	Anaesthesia Work Station 2 Gas EFLO06 (BPL)
45	OPHTHAL OPD	Slitlamp 2 step LED
46	Blood Bank	Vitros ECI
47	Bio-Chemistry Lab	Vitros 5600

S.no	Department name	Equipment name
48	Pathology Lab	Fully Auto Cell Counter Erba-580 (5 Part)
49	Neurology OT	Tivato 700 (Neuro Microscope)
50		Accessory Of Tivato 700
51	Cardiology	Cath lab Azurion 3F12
52		Accessory Of Azurion 3F12
53		Ventilator Savina 300 Select (Drager)
54		Drager Multi Para Monitor Vista 120S (7 Para Whit IBP and ETCO Upgradable)
55		Drager Vista 120S CNS Software
56		Bed Head Panel (Prana S)

The key features and applications of some of the equipment listed below are discussed in this section.



Tivato 700
(Neuro Microscope)



Vitros 5600



Cath lab
Azurion 3F12



CLINICAL LABORATORY AT ZMCH



NEURO-MICROSCOPE

Neuro- microscope plays a crucial role in modern neurosurgery by providing surgeons with enhanced visualization, precision, and control, ultimately contributing to improved patient outcomes and safety during complex neurosurgical procedures.

Applications of Neuro-microscope:

Microsurgical Procedures

Used for precise visualization during brain and spinal surgeries.

Tumour Resection

Facilitates accurate removal of brain tumours while preserving healthy tissue.

Aids in navigating complex vascular anatomy during aneurysm clipping, AVM surgery, and bypass procedures.

Spinal Surgery

Assists in visualizing spinal structures during decompression, fusion, and correction of spinal deformities.

Microvascular Decompression (MVD)

- Helps relieve compression of cranial nerves, such as in trigeminal neuralgia.
- Endoscopic-Assisted Surgery
- Enables combined visualization in minimally invasive neurosurgical procedures.
- Neurovascular Imaging
- Offers advanced imaging modalities for real-time assessment of blood flow and tissue perfusion during surgery.



VITROS 5600

The VITROS 5600 Integrated System is an intricate system that incorporates chemistry and immunoassay processing in one instrument.

It includes five technologies:



Microslide



Microtip



Microwell



IntelliCheck



Microsensor

- Vitros IntelliCheck technology with Smart Metering uses a highly advanced algorithm that delivers real time monitoring, checks for clots and bubbles and fully documents sample traceability to protect result integrity and minimise work flow disruptions.
- Used for precise visualization during brain and spinal surgeries.

Advanced features of VITROS 5600 are:

It does not require water, reducing costs and waste disposal, thereby it is environment friendly.



96.5% first pass yield.



It can deliver results without user intervention.



25% faster turnaround time for common test panels in comparison with competitive systems.



40% higher throughput lab efficiency.



Some of the common comprehensive testing menu of VITROS 5600 include SARS- COV - 2 IgG and Total antibody, HIV combo, B.R.A.H.M.S Procalcitonin, immunosuppressive drugs and drugs of abuse.



It can also diagnose levels of Calcium, Albumin, Total Protein, Sodium, Potassium, CO₂, Chloride, BUN, Creatinine, ALP, ALT, AST, Bilirubin, in blood.

CATH LAB AZURION 3FI2

The Cath lab Azurion 3FI2 is a state-of-the-art system used in cardiac catheterization labs (Cath labs) for various diagnostic and interventional procedures. Its applications are:



High-resolution Imaging

Detailed visualization of blood vessels, including coronary arteries, to detect abnormalities.



Percutaneous Coronary Intervention (PCI) Procedures

Utilizes balloons and stents to widen narrowed or blocked coronary arteries.



Peripheral Vascular Interventions

Treats conditions like peripheral artery disease (PAD) in blood vessels beyond coronary arteries.



Electrophysiology Studies

Diagnoses and treats heart rhythm disorders through electrical activity mapping and ablation therapy.



Structural Heart Interventions

Performs minimally invasive procedures for conditions like TAVR, TMVR, and congenital heart defect closure.



Intravascular Imaging

Visualizes inside blood vessels using IVUS or OCT for precise diagnosis and treatment planning.



Fractional Flow Reserve (FFR) Measurements

Integrates with FFR technology to evaluate coronary artery blockage significance.



Advanced Imaging Techniques

Supports rotational angiography and 3D reconstruction for comprehensive visualization guiding interventions.

09. OECD FRAMEWORK

The social impact created by the services of ZMCH with reference to the hospital services was carried out for the financial year 2023-2024 on 6 parameters of evaluation: relevance, coherence, effectiveness, efficiency, impact, and sustainability.



Relevance ZMCH, Dahod is serving a socioeconomically disadvantaged and vulnerable population.



The indicators of social category, Female literacy levels, Nutritional status, point to the poor levels of socio-economic attainments of the people.

CHART 1: FEMALE LITERACY LEVELS

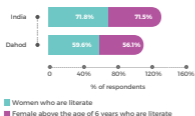


CHART 2: STATUS OF STUNTING AND WASTING AMONG CHILDREN

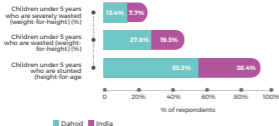
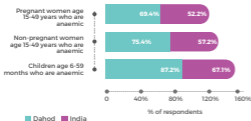


CHART 3: STATUS OF ANAEMIA



The hospital serves a socioeconomically disadvantaged population

Predominantly composed of Scheduled Tribes
 The population of Dahod is composed of 74.32% Scheduled Tribes and 1.95% of Scheduled Castes.

Lesser Female literacy levels

Female Literacy levels: As per the NHFS survey 2019-21, the national average of literacy for the female population age 6 and above stands at 71.8%, whereas only 59.6% are literate in Dahod.



71.5%

of the female population is literate in the nation, while only 56.1% of the female population of the Dahod district is educated.

Stunting and wasting among children



38.4%

of children under the age of 5 years are stunted (Height for age) in the country, 55.5% of them are stunted in Dahod district.

For children under 5 years of age the national average stands at 19.3% whereas for Dahod, the percentage of stunting (Weight for Height) stands at 27.8%.

Whereas 7.7% of children under 5 years are severely wasted as per the national average, 13.4% of children are severely wasted (Weight for Height) in Dahod.

STATUS OF ANAEMIA

The national average for children under the age of 6-59 months who are anaemic is 67.1%, whereas in Dahod it stands at 87.2%.

For Nonpregnant women who are anaemic, the national average stands at 57.2%, whereas in Dahod, the figures are at 75.4%.



52.2%

of pregnant women are anaemic at the national level, it stands at 69.4% at Dahod.



The larger than national average figures of stunting, wasting among children, anaemia among women results from the low-income levels of the beneficiary demography.



Low income levels are directly related to limited purchasing power, higher levels of food insecurity, consumption of nutrient-deficient food items, and poor living conditions. Low income levels of a population also hampers female literacy.

Hence, it can be concluded that the establishment of ZMCH is very high in its relevance, considering the poor socioeconomic demography of the population served.

Coherence

The services of ZMCH, are in furtherance of the goals and sub goals of SDGs.



<p>Sub Goal 3.1: Reduce maternal mortality</p>	<p>Increased accessibility to high Quality ante-natal, perinatal, and post-natal services for impoverished women patients at ZMCH through the Department of Obstetrics and Gynaecology.</p> <p>The Department has all the latest medical equipment and experienced medical professionals and paramedical staff equipped to provide high-quality care.</p>
<p>Sub Goal 3.2: End preventable deaths of newborns and children</p>	<p>The Paediatric Department, Neonatal Intensive Care Unit, and Paediatric Intensive care unit provide round-the clock services to new borns and children with serious illnesses and birth anomalies, thereby saving lives.</p>
<p>Sub Goal 3.3 Control Communicable Diseases</p>	<p>The Clinical Departments of Infectious Diseases, General Medicine, Pulmonology, and other Departments of ZMCH have played a crucial role in the early diagnosis, treatment, and management of communicable diseases thereby saving the lives of impoverished people in the region.</p>

Sub Goal 3.4: Prevention, treatment and promotion of mental health and well-being.	The Department of Psychiatry offers counselling and Treatment for patients with mental illnesses leading to overall well-being.
Sub Goal 3.5: Strengthen the prevention and treatment of Substance Abuse	The Department of Psychiatry offers treatment and rehabilitation services thereby helping Substance abuse victims recover and rebuild their lives.
Sub Goal 3.6: Reduce the number of global deaths due to injuries and road accidents.	The Department of Obstetrics and Gynaecology provides reproductive health care services like counselling, information, and prescriptions for contraceptives like birth control pills, condoms, intrauterine devices, and implants. Health education on Sexually Transmitted Infections, reproductive sexual health, and healthy relationships help in furthering the goal of universal access to Sexual and reproductive health.
Sub Goal 3.7: Ensuring universal access to Sexual and Reproductive Health Care services.	The Department of Obstetrics and Gynaecology provides reproductive health care services like counselling, information, and prescriptions for contraceptives like birth control pills, condoms, intrauterine devices, and implants. Health education on Sexually Transmitted Infections, reproductive sexual health, and healthy relationships help in furthering the goal of universal access to Sexual and reproductive health.
Sub Goal 3.8 : Achieve universal health coverage, including financial risk protection, access to quality essential health care services. Access to safe, effective, quality and affordable essential medicines.	ZMCH offers health care services like consultation, diagnostics, treatment and surgeries fully free of cost for all patients thereby aiding in the achievement of universal health coverage to all patients. The Pharmacy at ZMCH provides access to safe, effective, quality medicines fully free of cost there by leading better treatment outcomes.

The services of ZMCH is very high in its coherence.

Effectiveness



Effectiveness indicates whether the intended objectives were achieved. Zydus was established to provide quality medical care to the underprivileged people in the region.



75.0%

of the beneficiaries served belong to Scheduled Tribes.



74.0%

of the beneficiaries have a monthly income of less than Rs. 7000/-.

The study evidenced beneficiaries in various blocks of Dahod willing to even travel more than 50 Km, to reach ZMCH.

Effectiveness indicates whether the intended objectives were achieved. Zydus Interactions with beneficiaries revealed that people come from far-off villages like Mandli (55 Kms), Jambua (approximately 45 Kms), Gambdi (40 Kms), and Agasvani (47 Kms) for treatment at ZMCH.

Many patients are coming from bordering districts of Madhya Pradesh and Rajasthan travelling more than 100 Kms to reach ZMCH for instance places like Banaswara in Rajasthan and Ratlam and Ujjain in Madhya Pradesh.

The major reasons for people willing to travel longer distances to get medical care are:

- Quality medical care at zero cost.
- Presence of expert doctors
- Availability of advanced medical equipment for tests and diagnosis within the premises.
- Consistency and reliability of health care.

ZMCH is addressing the healthcare needs of impoverished segments of people who do not have any other alternatives to quality medical treatment. Hence the services of ZMCH are very high in its effectiveness.

Efficiency

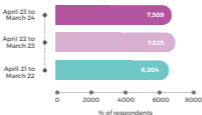


The study has recognized a significant growth pattern in multiple services offered by ZMCH.

To cite particular examples, there has been an increase in the utilization of services such as major surgeries, lab investigations, and radiology investigations. This trend underscores the effective utilization of existing infrastructure, indicating an enhancement in operational efficiency.

Consistently a greater number of major surgeries are made.

CHART 1: MAJOR SURGERIES UNDERTAKEN



- The average number of surgeries per month from April 21 to March 22 was 517.
- The average number of surgeries per month from April 22 to March 23 was 627.
- The average number of surgeries per month from April 23 to March 24 was 625.75.

Optimal Bed Occupancy Rate.

ZMCH has a high bed occupancy rate of 81%, which is indicative of the

- Huge Demand for Quality health care.
- Affordable Health Care from a reliable health care facility.
- Efficient utilisation of beds, equipment, and human resources.

ZMCH's high bed occupancy rate suggests that it has successfully gained the trust of its beneficiaries, reflected in high satisfaction levels, making it the preferred healthcare provider in the region due to its efficient services.

CHART 2: SIGNIFICANT EXPANSION IN LAB INVESTIGATIONS DONE



- In the FY 2023-24, 7,75,219 additional lab investigations were done compared to the previous year.
- This signifies a remarkable expansion in the number of lab investigations done by 32.8 %.

CHART 3: CONSIDERABLE INCREASE IN RADIOLOGY INVESTIGATIONS



- In FY 2023-24, 25,082 more Radiology investigations were done compared to the previous year.
- This denotes a considerable expansion in the number of lab investigations done by 16%.
- Thus, the study records high efficiency levels in the operations of ZMCH.

Impact



The Community Health of Dahod District has experienced a transformative change due to the exponential increase in access to inpatient care. This surge has led to notable improvements in treatment outcomes, characterized by enhanced critical care capacity, increased survival rates, and reduced wait times for treatment and surgeries.

Consequently, there's been a diminished reliance on other health facilities, showcasing the hospital's growing capacity to address healthcare needs comprehensively.

The exponential improvement in antenatal and postnatal care, coupled with increased consumption of Iron Folic Acid by pregnant mothers, and improved vaccination status, reflects a proactive approach towards maternal and child health.

This comprehensive care strategy has contributed to the betterment of the nutritional status of malnourished children, fostering healthier outcomes for the community.

A key impact stemming from these advancements is the accessibility of free diagnostic services, significantly enhancing treatment efficacy. By mitigating financial barriers to medical care and streamlining the process of obtaining test results, the hospital has notably reduced hardships for patients.

Furthermore, the reduction in wait times, along with early detection and treatment, reflects the hospital's commitment to proactive healthcare delivery.

These advancements signify a substantial positive impact on public health, highlighting the hospital's pivotal role in delivering quality health care that is accessible and affordable to socioeconomically disadvantaged sections of Dahod district.

Sustainability



CSR Donations	12.62 Cr.
PMJAY reimbursements	Rs. 18.90 Cr.

The sustainability of ZMCH (ZMCH) is evident from its diverse revenue streams. The substantial CSR donations of 12.62 Cr. demonstrate external support and recognition of the hospital's mission to serve the disadvantaged population in and around Dahod district.

The reimbursements under PMJAY (Pradhan Mantri Jan Arogya Yojana) amounting to 18.90 Cr. signify proper utilisation of Government Health care Schemes for the poor. This not only provides a significant financial boost but also indicates the hospital's alignment with national healthcare initiatives, ensuring continued support and relevance.

Tuition fees from medical students are another major revenue stream making it a sustainable brownfield model.

The training of future healthcare professionals not only generates revenue but also contributes to the hospital's long-term sustainability by ensuring a skilled workforce and fostering a culture of learning and innovation.

The combination of CSR donations, government reimbursements, and tuition fees reflects a robust financial foundation for ZMCH. This diversified revenue approach reduces dependency on any single source and enhances resilience against economic fluctuations. Consequently, the hospital's ability to continue its operations for the well-being of the disadvantaged population in the region appears promising and sustainable in the longer run.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

CHAPTER 10

CONCLUSION

The impact assessment of ZMCH underscores its vital role as a reliable healthcare facility within a 150 km radius, catering to patients not only from Dahod District but also from neighbouring states like Rajasthan and Madhya Pradesh.

One of the most significant impacts of ZMCH is the alleviation of the financial burden associated with medical treatment. Patients, many of whom belong to economically disadvantaged backgrounds, benefit from free consultations, medicines, and admissions, saving them substantial amounts they would otherwise struggle to afford. The provision of free diagnostic tests within the hospital premises further enhances accessibility to comprehensive healthcare services, reducing the need for patients to seek expensive alternatives elsewhere.

The high satisfaction rates among respondents, particularly regarding the hospital's good reputation, experienced doctors, and positive treatment outcomes, reflect the trust and confidence placed in ZMCH by the community. The availability of quality medical care at no cost resonates strongly with patients, who express gratitude for the opportunity to receive reliable treatment without financial constraints.

Furthermore, the testimonies of patients highlight the indispensable role of ZMCH as the sole healthcare facility with a good reputation in the region, ensuring that individuals can access life-saving care without having to travel long distances or incur exorbitant expenses.

ZMCH's impact extends beyond medical interventions to encompass socio-economic empowerment, improved health outcomes, and enhanced quality of life for the communities it serves. Through its unwavering commitment to accessible, affordable, and reliable healthcare, ZMCH continues to be a beacon of hope and healing for the underprivileged populations of Dahod District and beyond.