

CSR Impact Assessment Report

Zydus Medical College and Hospital, Dahod

Prepared For



Dedicated To Life

ZYDUS LIFESCIENCES LIMITED

Prepared By



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CHAPTER 1: INTRODUCTION

Established in 2016, Zydus Medical College and Hospital (ZMCH) in Dahod aims to provide exceptional medical education and high-quality tertiary healthcare services to the tribal and underprivileged populations of eastern Gujarat, as well as adjacent districts in Madhya Pradesh and Rajasthan. ZMCH operates as a self-financed brownfield project through a public-private partnership agreement with the government of Gujarat. The hospital comprises various Clinical Departments like General Medicine, General Surgery, Pediatrics, Obstetrics and Gynecology, Orthopedics, Dental, ENT, Anesthesiology, Radiology, and Ophthalmology. It is equipped with state-of-the-art facilities such as Casualty Units, Blood Banks, Ambulances, Laboratory Diagnostics, Radiological Diagnostics, and Modernized Operation Theatres.

The present study was undertaken by SoulAce, a third-party impact assessment agency, for assessing the social impact created by ZMCH during the financial year 2022-2023. The study followed a mixed-method approach with a balance of quantitative and qualitative techniques to gain a better understanding of the impact on the beneficiaries.



DAHOD DISTRICT



Dahod district, Gujarat, lies at 22.83'N latitude, 74.25'E Longitude, and 313 m altitude. The area was a part of the Panchmahal district till the year 1997. The district is bounded by the Banswara district of Rajasthan on the north and northeast, the Vadodara district on the south, the Jhabua district and Alirajpur district of Madhyapradesh on the east and southeast, and the Panchmahal District on the west.

Dahod District has 7 Taluks namely Limkheda, Dhanpur, Fatepura, Garbada, Jhalod, Devgad, and Baria.

HEALTH SCENARIO OF THE DISTRICT

In the Dahod district, there are a total of 94 primary health centers and 3 community health centers. The NHFS-5 survey conducted for the 2019-2020 period indicates that 55.3% of children under the age of 5 are stunted, 27.8% are wasted, and 13.4% suffer from severe wasting.



The prevalence of anemia among pregnant women aged 15-49 is 69.4%, while 75.1% of all women in this age group are anemic, which is a significant public health concern in the district. Abnormal blood sugar levels are observed in 22.4% of men and 23.3% of women, while hypertension affects 33.7% of men and 35% of women. The population includes 14.5% of women who consume tobacco and 55.9% of men who consume tobacco. Alcohol consumption is reported by 0.9% of women and 14.2% of men.

OVERVIEW OF MEDICAL INFRASTRUCTURE AT ZMCH.

This table provides an overview of the infrastructural facilities available at ZMCH.

Sl. No.	Facilities	Nos/ Availability
1	Number of beds	1034
2	ICU and Casualty Beds	118 (Including NICU, PICU and SICU beds)
3	High-end monitors	190
4	Ventilators	55
5	Bipap	24
6	X-ray Machines	Digital X-ray machines are available
7	Ultrasound sonography	Round the clock availability
8	CT Scan	Available
9	Blood Bank	Available
10	Specialist Doctors	197
11	Medical Doctors	71
12	Nursing Staff	434
13	Other Paramedical staff	Paramedics - 206, Security class IV 416.
14	Oxygen plants	4 of 1510 LPM
15	Liquid Oxygen Tank CLMO	13 KL Capacity
16	M.R.I	Available
17	Mammography	Available
18	Dialysis	Available



CT Scan

CHAPTER 2: RESEARCH METHODOLOGY

Research is a logical and systematic search for new and useful information on a chosen subject matter, following scientific principles and methods to minimize bias and subjectivity, as against reaching conclusions based on assumptions or speculations. The defining characteristics of scientific research like objectivity, ethical neutrality, reliability, testability, and transparency, were strictly adhered to in this social impact assessment study. This research study intended to assess the impact of the services provided by ZMCH during the financial year 2022-2023.

Use of Mixed Methodology for Maximum Insights

This study adopted a mixed methodology over a singular approach of either quantitative or qualitative study approach, in order to extract as much information as possible to , complement the findings and to validate the study through better triangulation.

Application of Quantitative Techniques

Quantitative tool of interview schedule with closed ended questions was used for data collection. In this study, responses from 100 beneficiaries from various clinical departments of ZMCH were elicited through an interview schedule.

Application of Qualitative Techniques

In order to elicit more enriched information, qualitative techniques of a semi structured interview was used. 100 beneficiaries from select clinical departments and facilities were contacted for the Qualitative study.

Objectives of the Research

- To assess the extent to which the underserved patients of Dahod and the neighbouring districts of Rajasthan and Madhya Pradesh attending ZMCH benefited from the services of various clinical departments and facilities of ZMCH.
- To understand the perception and satisfaction levels of the patients availing services at ZMCH.

Research Design



Research Approach
Mixed approach



Research Design
Descriptive research design



Sampling Design
Systematic Random sampling



Sample Size
100 Respondents for quantitative study



Interviews With beneficiaries
100

Major Dimensions of the study



Patient satisfaction with the Doctors



Patient perception of select Clinical Departments and Facilities



Patient satisfaction with the Nursing Staff



Patient Accessibility and Affordability of Hospital Services evaluated with OECD Framework



Patient perception of the Ambience and Infrastructure of the hospital

Key Stakeholders Covered



Stakeholders
30 respondents

Doctors

Nursing Staff

Administrative Staff

Lab Technicians

Pharmacy Staff



I.C.U at ZMCH

CHAPTER 3: CLINICAL DEPARTMENTS AND FACILITIES OF ZMCH AND PATIENT PERCEPTION



In this chapter, research findings on certain select departments and facilities of ZMCH are presented based on interviews with Beneficiaries. Beneficiaries answered various queries on their experience about the department clinics and facilities.



3.1 Orthopedic Department

The Department of Orthopedics provides treatment to patients with injuries and diseases of the musculoskeletal system. It deals with problems pertaining to bones, joints, ligaments, tendons, muscles, and nerves.

Specific days of the week	Focus of Treatment/ service
Monday, Wednesday, and Saturday	Spine surgeon consultation along with all orthopedic problems
Thursday and Friday	Pediatrics orthopedic OPD along with C.T.F.V management
On Thursday / Friday	Arthroscopic consultation and all orthopedic consultation
Monday / Thursday	Disability person consultation along with disability certificate issuance

Case Study 1

Despite being in pain, Dhulabhai Pratap Bhuria sported a warm smile when the research team visited him in the ICU, where he was kept in observation post-operation. Dhulabhai, 36 years old, hails from a place called Goriya, Limkheda, 45 Km away from ZMCH, Dahod. He got a major fracture of his left leg after he fell from a tree in the backyard of his home.

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Dhulabhai expressing his gratitude, stated 'The the nurses are very kind and they ensure timely administration of medications and meals. The surgeon visits me three times a day to check on my well-being. Upon admission, I received complimentary services such as X-ray and sonography, without any cost. The surgery itself was conducted entirely free of charge, and the necessary medicines were provided at no expense. Coming from an economically disadvantaged background, I doubt whether my family would afforded for such a high-quality treatment elsewhere. Even in private hospitals, I believe I would not have got comparable services. I am deeply grateful to Zydus Hospital for delivering exceptional healthcare that would have otherwise been beyond our means'

3.1.1 Research Findings - Clinical Department of Orthopaedics, ZMCH

Key Highlights of the Department of Orthopaedics



Medical conditions addressed

The Department of Orthopaedics, ZMCH, caters to different Orthopedic conditions like arthritis, bone fractures, ligament tears, back pain, shoulder pain, congenital bone deformities, etc. on a daily basis.



Surgeries undertaken

The Department specializes in Trauma care, Spine surgery, Knee replacement surgery, Hip replacement surgery, and Orthoscopic surgeries. There are 10 to 15 surgeries performed by the Department on a daily basis.



No. of cases per day

The Department receives around 250 to 300 patients with various orthopedic conditions every day.



Cost Savings to Patients

The research has found that poor patients are able to have access to costlier surgeries because of the free surgeries carried out by the Department. For instance, a spine surgery costing 2.50 Lakhs upwards is done free of cost at ZMCH. A Hip replacement surgery would cost Rs. 1.50 Lakhs, and the cost of emergency Trauma care will be a minimum of Rs. 1 lakh and above in private hospitals. The cost of a consultation with a private orthopedic surgeon will be between Rs. 500 to Rs.700 for a sitting per patient.



Traffic Accidents cases

Being located near the state highway, the emergency Department receives many traffic accident cases every day. There are people who drive recklessly and travel in overloaded jeeps and trucks to attend family celebrations, work and other purposes in the region, which leads to traffic accidents. ZMCH provides quality care to Trauma patients.



3.1.2 Perception of patients about the Orthopedic Department

Twenty beneficiaries who came in for treatment at the hospital were asked about their reasons for visiting. They were offered open-ended questions, and the responses were based on the free recall of the patients.



ZMCH offers quality care for orthopedic patients

All the beneficiaries stated that ZMCH offers quality care for orthopedic conditions and that they experience relief from their orthopedic conditions after the treatment.



Presence of expert doctors

88% of the beneficiaries stated that the hospital has expert doctors for orthopedic care, and they are very much satisfied with the services provided in the specialty.



Effective treatment provided

During the study, a significant proportion of beneficiaries, as high as 90%, expressed satisfaction with the orthopedic specialty, stating that it offers effective treatment for their conditions. They expressed contentment despite the need to travel long distances, considering it worthwhile to seek treatment in terms of both time and effort.



Reliable health care at zero cost

All the beneficiaries stated that ZMCH provides reliable orthopedic care at no cost to the patients. They do not have any other reliable health facilities near their localities. At the one or two private facilities that are present in the region, the cost of medical services is extremely high.



Emergency ward, ZMCH



3.2 Department of Pediatrics

The Department of Pediatrics provides medical care to newborns, children, and adolescents. It deals with the management of common diseases of infancy and childhood, identifies developmental delays and disorders, provides immunization to children according to the prescribed schedule, and offers counseling services to parents in these areas.

3.2.1 Highlights of the facilities and services offered by the department



Consultation is provided in the OPD from 9.00 am to 5.00 pm every day.



Emergency services are available 24 hours



The department boasts of a state-of-the-art pediatric care unit.



There is a neonatal care unit for seriously sick neonates and children.



Baby clinics, child rehabilitation clinics, and child guidance clinics are units of this department.



Routine and specialized diagnostic facilities are available for all patients.



Facilities for nerve conduction tests (NCV, EMG) and electroencephalography (EEG) are also available.

3.2.2 Nutritional Rehabilitation Centre (NRC) at ZMCH

Nutritional Rehabilitation Centre (NRC), ZMCH is a specialized facility for the provision of comprehensive care for individuals, particularly children, suffering from severe acute malnutrition. Between April 2022 to March 2023, the NRC facility, ZMCH has rehabilitated 306 malnourished children. The NRC undertakes screening and assessment of malnourished children, carries out medical stabilization, and puts them through a course of Nutritional Rehabilitation. It also offers health education and counselling to parents.



Nutritional Rehabilitation Centre.

3.2.3 Major findings of the study from the pediatric department



Reasons for selecting ZMCH for child care

During the study, the research team engaged with numerous pregnant women who had traveled from border districts of Madhya Pradesh and Rajasthan, as well as distant locations such as Gothra (75 km from ZMCH) and Limkheda (30 km away). When asked about their reasons for undertaking such long journeys for treatment, the majority of these women (80%) expressed that the quality healthcare provided by Zydus Medical College and Hospital (ZMCH) justified the distance they had to travel.



Absence of any other reliable health care facility

A total of 73.33% of the women beneficiaries with whom the study team interacted revealed that there is no proper and reliable healthcare facility in and around their hometowns.



Previous positive experience with the hospital

A total of 53.33% of the women beneficiaries reported that they had previously availed of ZMCH's services during their earlier childbirths or for the care of their elderly children.



Referred by their relatives/neighbors

A total of 63.33% of the women beneficiaries stated that their relatives/neighbors, who have already undergone treatment in the hospital, recommended it to them.



Quality care at zero-cost involvement

All the women beneficiaries (100%) reported that the hospital offers quality health care that is at par with private hospitals, and all the services offered are free of cost. Some of the women respondents who had earlier visited private clinics in their localities said they were not happy with the services in those clinics. At ZMCH they get excellent services of antenatal, Perinatal, and neonatal care, all at no cost to them.

Kavitaben Prakashbhai Parwal, 26 years, female, says ' I come here for treatment of my kids whenever they get cold, cough, fever or any other illnesses. Though there is a huge crowd of patients with children, the nurses handle the situation well. They treat all the patients equally and send us according to our turns. They are kind towards the patients and also clarify to us the dosage of medicines to be given.'



3.3 Department of Dentistry

The Department of Dentistry provides medical care for patients with oral problems such as cavities, tooth erosion, gum infections, and gum diseases.

3.3.1 Research findings in the Department of Dentistry.



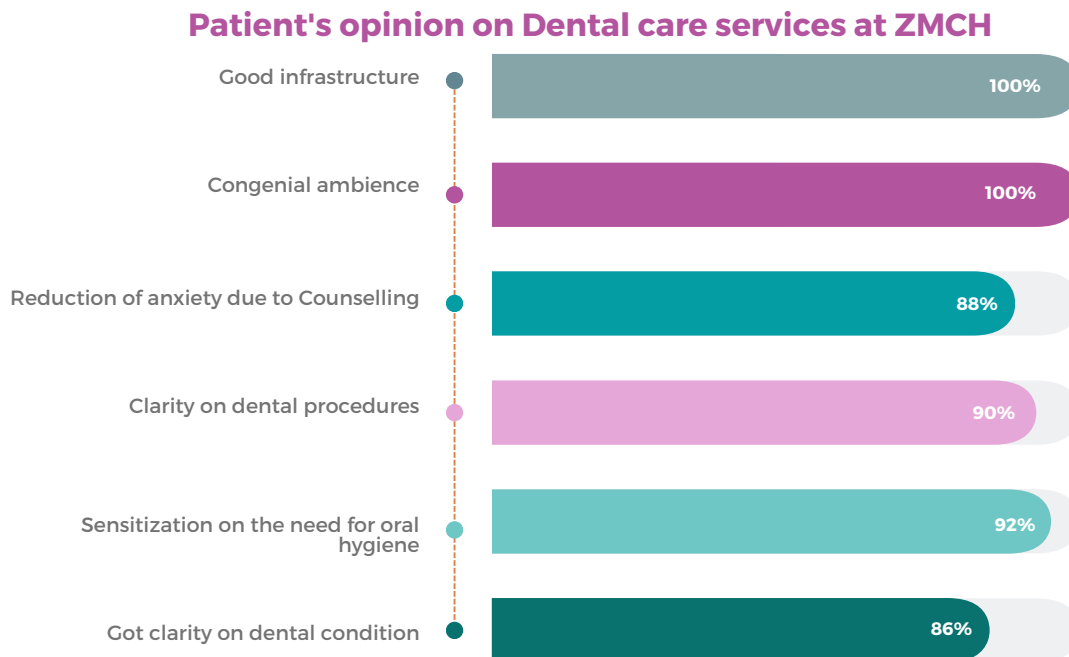
The Dental Department receives close to 200 patients in a day, which is a heavy patient load compared to any other dental clinic. The Dental Department provides treatments like root canal therapy, Dentures, Impaction, Dental implantation, Tooth extraction, and enamelplasty.

The Dental Clinic has an RVG facility that helps in getting images of endodontic, periodontic, and dentin enamel junctions with precision.

Dental Procedures	The tentative cost saved per patient at ZMCH (the likely cost for treatment in private hospitals)
Root canal therapy	Rs. 5000 to Rs.7000/-
Dentures	Rs. 15,000/- to Rs. 20,000/-
Impaction	Rs. 3,000/- to Rs. 5,000/-
Tooth crowns (depending on the type of crowns such as stainless steel, ceramic, metal, Zirconia etc.)	Rs. 3,000 to Rs. 20,000/-
Surgical procedures	Rs.25,000 to Rs.35,000/-
RVG	Rs. 200/- per X ray
Cost of consultation	Rs. 150 to Rs.300/-
Lab charges	Rs. 500/- and above

3.3.2. Patient perception of the Dental Clinic's services

Interactions with patients waiting at the dental clinic revealed the following points based on free recall by patients.



Clarity on Dental condition

Among the respondents who participated in the survey, a notable 86% acknowledged that the doctors at the Dental clinic effectively communicated and explained the nature of their dental issues. Various dental conditions, including cavities, impacted teeth, crushed teeth, periodontitis, hypodontia, and problems related to wisdom teeth, were clearly elucidated to them during their interactions.



Sensitization on the need for Oral hygiene

A total of 92% of the respondents revealed that the doctors explained to them the need for regular brushing, flossing of teeth, brushing of the tongue, and other such measures. Patients became aware that the maintenance of proper oral hygiene helps prevent most dental diseases. This has sensitized them to the need for maintaining proper oral hygiene, and the respondents stated that they now follow the doctors' advice on oral hygiene.



Clarity on Dental procedures

Given the complexity of dental procedures, it can be challenging for laypeople to comprehend them fully. Remarkably, 90% of the respondents remembered that they were provided with extensive explanations regarding the nature of the dental procedures, their duration, and the number of sittings required. This thorough explanation played a crucial role in preparing them mentally for the upcoming treatment.



Counseling on Dental procedures helps reduce anxiety

A total of 88% of the respondents were able to recall that the counseling they received from the doctors regarding the nature of the dental procedures helped reduce their anxiety concerning the same to a large extent.



Congenial Ambience

All the respondents (100%) conceded that the dental clinic has a very good ambience, which is conducive to treatment.



Good Medical Infrastructure

All the respondents (100%) reported that the clinic has good infrastructure with advanced medical equipment and tools for dental treatment.



Pathological Lab, ZMCH



3.4 Department of General Surgery

The Department of General Surgery undertakes surgeries related to the abdominal region of the body, for parts such as the esophagus, stomach, small intestine, colon, liver, pancreas, gallbladder, bile ducts, and the thyroid gland. General Surgery involves the integration and application of the knowledge and responsibility for preoperative, operative, and postoperative management of patients for a broad spectrum of diseases, including those which may require nonoperative, elective, or emergency surgical treatment.

3.4.1 Research Findings from the Department of General Surgery



Round the Clock Availability

The Department of General Surgery is open 24x7 for patients, and its function is crucial for saving precious lives.



OPD Consultations

The OPD for emergency functions is between 9 am to 1 pm and 2 pm to 5 pm. The OPD provides consultation on various medical conditions such as carcinoma, malignant tumors, piles, hernia, Crohn's disease, diverticulitis, minor and major trauma, and dog bite cases, among other conditions.



Surgical Interventions for a wide range of medical conditions

Surgical interventions for medical conditions related to gastrointestinal, orthopedic, cardiovascular, gynecology, oral and maxillofacial, otolaryngology, thoracic and urology, etc. are undertaken by the department.



Casualties

The department receives around 20 to 30 casualties every day, comprising victims of road traffic accidents, burns, suicide cases, falls, building collapses, and so on.

Name of the Surgery	Tentative Savings Per Patient
Hernia operation	Rs. 25,000/- to Rs.30,000/ in a private hospital
Laparoscopic surgery	Rs. 30,000/ to Re. 35,000/-
Appendix operation	Rs. 40,000 to Rs. 1,00,000/-
Laparotomy	Rs. 45,000/- to Rs. 60,000/-
Neurosurgery	Rs. 1 lakh and above

Apart from the approximate amount mentioned for the above surgeries, admission charges for ICU in a private hospital are commonly from Rs. 5,000/- and above per day. When a patient undergoes surgeries or receives pre- and post-operative procedures, consultation, and in-patient admission free of cost, substantial monetary savings happen.



Advanced facilities for surgical procedures

The department boasts of advanced facilities to perform laparoscopy, colonoscopy, endoscopy, and neurosurgeries including those involving subdural, extradural hematoma, ventricular peritoneal stunts, brain tumors, and hemoperitonea, among other issues.



Free of cost treatment

All the surgeries are performed free of cost for the patients. Post the procedures, the patients are kept in the ICU for observation for a few days till their condition stabilizes; they are then shifted towards.

Case Study 2



Saikuben Lalubhai Bamaniya, a 65-year-old female patient from Gangarda village in Dahod, was diagnosed with clinical congestive cardiac failure. She was admitted with complains of abdominal pain and shortness of breath. She had experienced bilateral pedal edema intermittently for 12 days prior to admission. She received treatment and was closely monitored at the Medical Intensive Care Unit (MICU).

Following diagnosis of cardiomegaly and bilateral pulmonary edema she was under medications and intensive care at the hospital till her condition gradually stabilized. The patient's caregiver, expressed satisfaction with the high-quality healthcare provided at ZMCH, which includes experienced doctors and excellent medical infrastructure. The surgeons and Specialist Doctors made frequent rounds, typically 3-4 times a day. The nursing staff were attentive, watchful, and responsive to the patient's needs. Notably, all the services, including diagnostics, surgery, ICU admission, and essential medicines, were provided free of cost. The caregiver mentioned that this was a significant relief as the treatment expenses could have costed them anywhere between Rs. 1.5 lakh to Rs. 2 lakhs, well above their affordability. They regarded Zydus Hospital as a blessing for the impoverished people in the region, providing quality care at no cost.

3.4.2 Modular Operation Theatre.



Wide range of surgeries carried out

A wide variety of surgeries such as neuro, urological, plastic, dental, oral, ENT, gynecological, and hernial surgeries are carried out in the operation theatres.

Some of the surgeries which take a long time, about 4 to 5 hours or more, are cervical, hip replacement, knee replacement, brain tumor removal, and spinal surgeries, among others.



Free of cost treatment

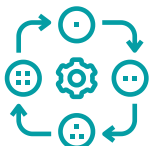
All the surgeries are performed free of cost. After the operations, the patients are kept in the ICU for observation for a few days. Once their condition stabilizes, they are shifted to the wards.

3.4.3 Observations on Modular Operation Theatre.



Ensuring precision and patient safety

One of the most advanced features the ZMCH offers is modular OT, which has special features to enhance the safety and precision of surgical procedures. The modular OT is designed so that surgical processes can be performed more effectively and efficiently, leading to better patient outcomes.



Wide range of procedures in the same room

Since a wide range of procedures can be conducted in the same room, the patients need not be shifted around a lot as happens in conventional OTs.



Flexible and convenient design features for the surgeon

The modular OT allows better consistency and smooth flow during operations and eliminates some risks of surgical procedures. It OT has features such as a stainless-steel bed, surgeon control ELE panel, clean room puff partition wall and ceiling, and epoxy flooring. The touch screen panel facilitates control of various mechanisms and systems in the theatre. There are systems to enhance optimal lighting for the surgeon as per their needs.



3D imaging for diagnostics

3D imaging is available for diagnostics during operations, which allows quick analysis of the patient's condition and provides imagery of the internal organs in a rapid manner.



View glass

To enable medical interns/students to observe the surgical procedures and learn, a view glass has been installed. The operative procedures can also be viewed live through the monitor available outside the operation chamber. This helps in imparting high-quality practical experience to medical interns/students.



Modular O.T.

3.4.4 Observations and Findings of the Intensive Care Unit

The Intensive Care Units (ICUs) at Zydus Medical College and Hospital (ZMCH) deliver life-saving treatment to patients who have undergone major surgeries, experienced trauma or suffer from critical respiratory conditions, organ failures, or strokes. These ICUs provide critical care, ensuring constant monitoring and supervision by a dedicated team comprising medical, nursing, and paramedical staff. Equipped with essential equipment like multipara monitors, defibrillators, mechanical ventilators, cardiac monitors, and tools for continuous vital function monitoring, the ICUs are well-prepared to handle critical cases. Additional facilities include intravenous lines, feeding tubes, nasogastric tubes, suction pumps, drains, catheters, syringe pumps, and a wide range of drugs for primary treatment. The collaborative efforts of specialists from various clinical departments, resident doctors, nurses, respiratory therapists, physiotherapists, and clinical pharmacists ensure round-the-clock emergency care for patients in need.

Case Study 3



Suresh Vechta Chauhan, a 30-year-old male from Badaguda village in Alirajpur District, Madhya Pradesh, was brought to the emergency department of Zydus Medical College and Hospital (ZMCH) following an episode of right-sided hemiplegia. A preliminary diagnosis of CV stroke was made, through MRI brain scans, CT scans, and an ECGs. The patient received prompt medical attention from a stroke neurologist at the hospital, who provided necessary emergency interventions.

During the research study, the research team engaged with the family members of the patient who shared their experiences. Despite belonging to the Alirajpur district in Madhya Pradesh, they made the decision to travel approximately 70 km to Zydus Medical College and Hospital (ZMCH) in Dahod. They were aware, through their relatives in the village, that ZMCH provided quality care for stroke and cardiac arrest patients. Additionally, they expressed their inability to afford treatment at a private hospital due to the exorbitant charges involved. The family members emphasized their trust in the experience and expertise of the doctors at ZMCH, acknowledging that such quality care was not readily available in the entire region. Furthermore, they expressed their immense relief at not having to bear any financial burden and expressed gratitude to Zydus for the invaluable support provided to economically disadvantaged individuals like themselves.

There are different ICU wards at ZMCH each with varied roles and functions in the care of patients.

Category of ICUs at Zydus	Purpose
ICCU	Provides intensive care for cardiac, coronary, or cardiovascular care unit
MICU	Provides intensive care for critical cardiac (ICCU) patients and critical noncardiac (ICU) patients
NICU	Provides intensive care to newborn babies who are born preterm, or with low birth weights and those with health conditions requiring special care.
Obst. ICU	Provides intensive care to obstetric patients with multiorgan failure, who require specialized care by superspecialists like cardiologists/nephrologists/intensivists/pulmonologists/endocrinologist, etc.



Neonatal Intensive Care Unit, ZMCH



Intensive Care Unit, ZMCH



3.5 Pharmacy

The pharmacy provides free medicines to all patients who are prescribed medicines by the doctors at ZMCH. The patients get free medicines in subsequent follow-ups and for the entire duration of their treatment. Poor patients benefit from this free supply of medicines at ZMCH.

3.5.1 Research Findings About the Pharmacy



Availability of a wide range of drugs

The pharmacy has a range of drugs: analgesics, antipyretics, antibiotics, anti-inflammatory drugs, and diuretics, among others. Hypoglycemics and antihypertensives are the category of drugs that are most in demand by people referred by the NCD Department.



Relief from financial burden for the Poor.

Comparing the market prices of the drugs available at ZMCH revealed that many high-value drugs that are not commonly affordable for poor people are supplied here for free. The research team recorded the relief from the financial burden of buying these costly medicines experienced by the poor patients at the hospital.

A sample of the cost of drugs provided to patients at ZMCH for free

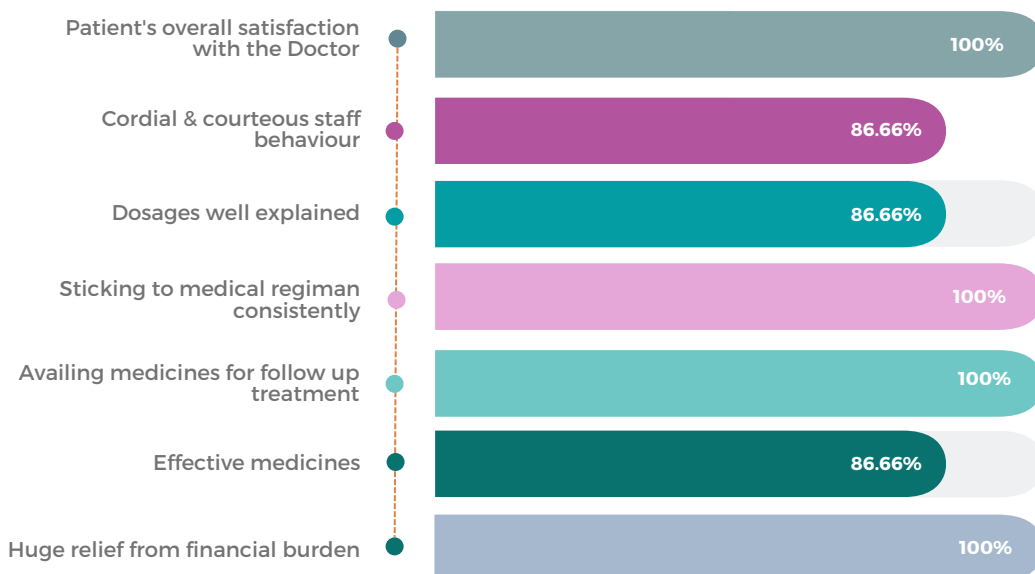
- Some of the antibacterial medicines used in the treatment of lungs, ears, urinary tracts, etc., are priced as follows: such as Mokcan 625 is priced at Rs. 201.67 per strip; Arizona 600 is priced at Rs. 250; while Cefadroxil, a broad-spectrum antibiotic, costs around Rs. 850 if bought from private pharmacies.
- Insulin injections are generally not affordable for poor patients as they cost around Rs. 200: ZMCH provides them free of cost.
- Prednisolone, which is prescribed for severe life-threatening inflammation requiring the suppression of the immune system, comes at a cost of Rs. 1200 per strip in private pharmacies.
- The patients visiting ZMCH are all poor and would not be able to bear the cost of such medicines. The medicines referred by the IPD are high-cost medicines, and one has to spend around Rs. 10,000 to 20,000 or more depending on the case in private hospitals. All these drugs are offered free of cost to the in-patients admitted at ZMCH.



3.5.2 Patient perception of ZMCH's Pharmaceutical Services

The respondents were asked open-ended questions regarding their experience with the pharmacy, and the responses were collected based on the free recall technique.

Patient perception of the services of the pharmacy at ZMCH



A huge relief from financial burden

All 100% of the beneficiaries stated that the supply of medicines free of cost is indeed a huge relief from the financial burden. Beneficiaries felt that medicines constitute a major proportion of medical costs and that it is generally above their means to buy medicines from pharmacies. Accessibility to ZMCH has proved to be a boon, and they no more feel anxious about the cost of treatment.



Congenial ambience

A total of 86.66% of the patients the research team interacted with conceded that the medicines are highly effective and offer good relief.



Regular provision of medicines during follow-up treatment

All the patients (100%) stated they receive medicines free of cost on follow-up visits, too. Patients suffering from chronic conditions such as diabetes, hypertension, and dyslipidemia require to be on medication for a lifetime and need regular refills. At Zydus, they are able to avail of these for free.



Abiding by treatment regimen consistently

As the medicines come free of cost, the patients are in a position to obtain medicines regularly, which was not always possible earlier due to financial constraints. This would often lead to a let-up of treatment, which would worsen their chronic conditions. Now, the availability of free medication has helped them continue treatment consistently.



Cordial and courteous staff

A notable percentage of 86.66% of patients recalled the pharmacy staff as cordial and courteous during their interactions. Despite managing a high influx of patients on a daily basis, the staff demonstrated amiability and sensitivity, leaving a positive impression on the patients.



Dosages explained

A majority of the patients (86.66%) recalled that the staff at the pharmacy counter clearly explained to them the dosages of the medicines. Most of the patients are illiterate and require detailed explanations to follow through with the treatment. The patients waiting at the pharmacy counter conceded that the pharmacy staff clarified the dosages, which was beneficial to them.



Patient satisfaction with pharmacy services

All the patients (100%) who interacted during the study expressed satisfaction regarding the services provided by the pharmacy. There were no feelings of disapproval about the services or any dissatisfaction expressed by the patients or attendants.



General Ward, ZMCH

Key Highlights of the Department of Obstetrics and Gynaecology

The Department of Obstetrics and Gynaecology, ZMCH offers comprehensive medical care for women during pregnancy, childbirth, and postpartum, as well as for a wide range of gynecological issues. Some of the services of the Department are



Prenatal care: Experienced obstetricians at ZMCH, provide regular check-ups and medical care for pregnant women, monitoring the health of both the mother and the developing fetus. Beneficiaries stated that there were not any other reliable hospitals in the region that can provide quality care like ZMCH.



Perinatal care: The Department is well-equipped to manage high-risk pregnancies through continuous monitoring, specialized tests, and consultations with maternal-fetal medicine specialists. The Department offers personalized care to optimize better outcomes for both the mother and the baby.



Postpartum Care: The Department monitors the recovery of the mother, supports breastfeeding, provides guidance on newborn care, and conducts postpartum assessments, to address postpartum complications or concerns.



Diagnosis and Treatment of Gynaecological Conditions: The Department diagnoses and treats various gynecological conditions like menstrual disorders, pelvic pain, endometriosis, fibroids, Polycystic ovary syndrome, and reproductive tract infections.

Key highlights of the Department of Psychiatry

The Department has OPD chambers for faculty as well as residents and receives approximately 150 patients ZMCH for psychiatric consultation. Most cases of mental illness pertain to schizophrenia. Cases of psychotic depression, major disruptive disorders, and dysthymia are common mood disorder cases the department encounters. Dissociative disorders and bipolar disorders are also common disorders handled by the department. A wide range of pharmacotherapies and psychotherapies are provided to the patients as effective interventions. People with psycho-sexual disorders, alcoholism, and drug abuse also approach the Department for Pharmacological and Counseling Intervention. The department actively raises awareness in the community and conducts health awareness campaigns focusing on psychosomatic disorders. They utilize strategies such as street plays and role-plays to educate the public. Additionally, the department provides counseling services for individuals experiencing suicidal thoughts. Indoor facilities are available within the department to admit and treat patients.

CHAPTER 4 : PATIENT SATISFACTION

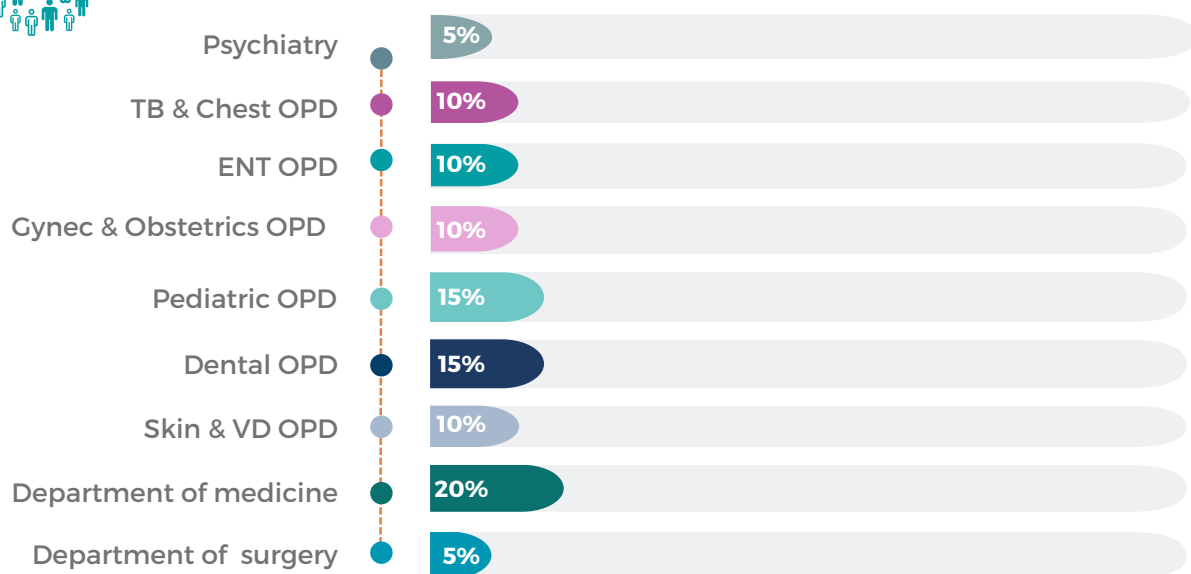


This section deals with the satisfaction of patients regarding various dimensions of healthcare services such as the following:

1. Satisfaction with doctors
2. Satisfaction with the nursing staff
3. Perception of ambience and infrastructure at ZMCH
4. Perception of accessibility and affordability at ZMCH



4.1 Distribution of respondents across Departments



The chart displays the distribution of respondents according to the different specialties visited at ZMCH. To ensure a comprehensive representation of views, efforts were made to include patients from various specialties while considering availability and sensitivities. In cases where patients were unable to respond, their family members or caregivers participated in the study and answered the questions on their behalf.

Satish Bhuralalji Makwana, aged 52, male, said, “I am undergoing treatment for my diabetes in this hospital. I used to feel very much fatigued and low on energy most of the time. I had been taking treatment at a local clinic at Sarsan before this, but it was not effective at all. After coming to Zydus, the doctor prescribed different medicines, which I got free of cost from the pharmacy here. My sugar levels are in control now. The doctor is quite patient and asks me whether I am following the right diet and medicines. He advises me to be physically active to reduce my sugar levels and to stay fit.”

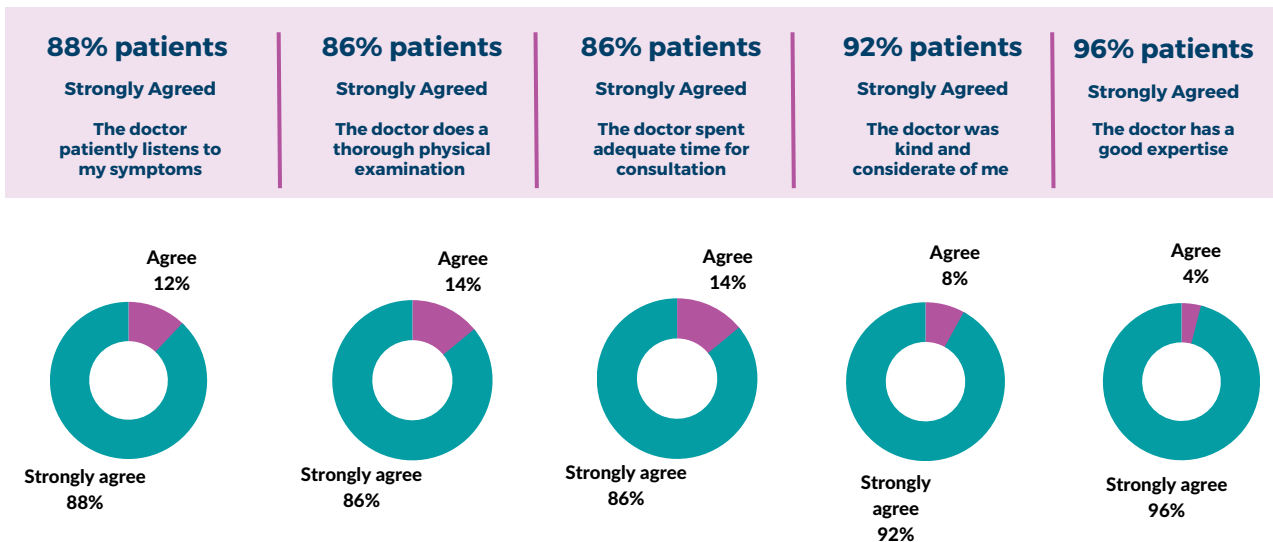


Patients satisfaction with the doctor

Patients prefer a particular health facility based on the trust they have in the quality of care available and offered by expert doctors. The quality of the doctor-patient relationship is the most important variable that influences patient satisfaction.

Dimension of Relationship	Attributes	Observation from the study
Instrumental Dimension of patient Doctor Relationship	Expertise in precise and accurate Diagnosis. Expertise in Physical Examination. Prescribing right treatment regimen	High Degree of Instrumental Dimension of Doctor- patient relationship observed through both qualitative and quantitative approaches.
Expressive dimension of patient-doctor relationship	Exhibiting warmth and empathy towards patient Being considerate of patient's condition	The high degree of the expressive dimension of the doctor-patient relationship was observed through both qualitative and quantitative approaches

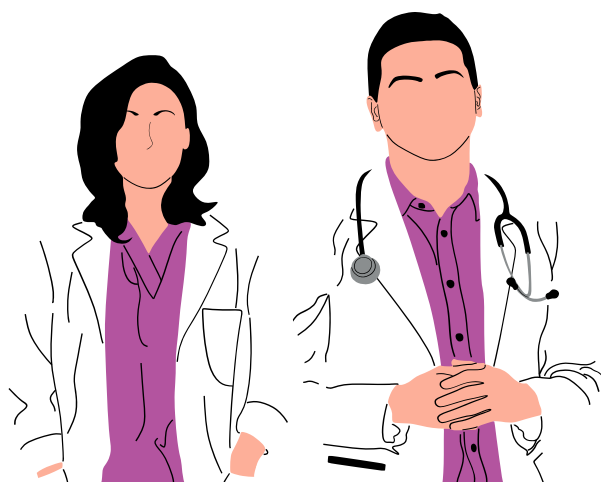
Patients were presented with a set of statements regarding satisfaction with the doctor. The patients were presented with a 5-point Likert scale consisting of rating points like strongly agree, agree, can't say/have not articulated about it earlier, disagree, and strongly disagree. The following were the findings.



The beneficiaries interviewed during the study expressed overwhelmingly positive experiences in their doctor-patient relationships at ZMCH. They highlighted that the doctors at ZMCH exhibited patience while listening to their symptoms and encouraged them to share openly without hesitation. Additionally, patients mentioned that doctors conducted thorough physical examinations before prescribing treatment, ensuring a comprehensive approach to diagnosis. These findings, based on observations, quantitative data, and qualitative feedback, indicate the importance placed on attentiveness to symptoms and physical examination by the doctors at ZMCH.

Furthermore, patients conveyed trust in the expertise of their doctors and appreciated the dedicated time and attention given to them during each visit. Overall, it can be concluded that patients at ZMCH hold a high level of satisfaction with the doctors' services.

The mean score of the scale on patient satisfaction with doctors was 4.88 out of a maximum of 5, which shows that the patients are extremely satisfied with the doctors at ZMCH.

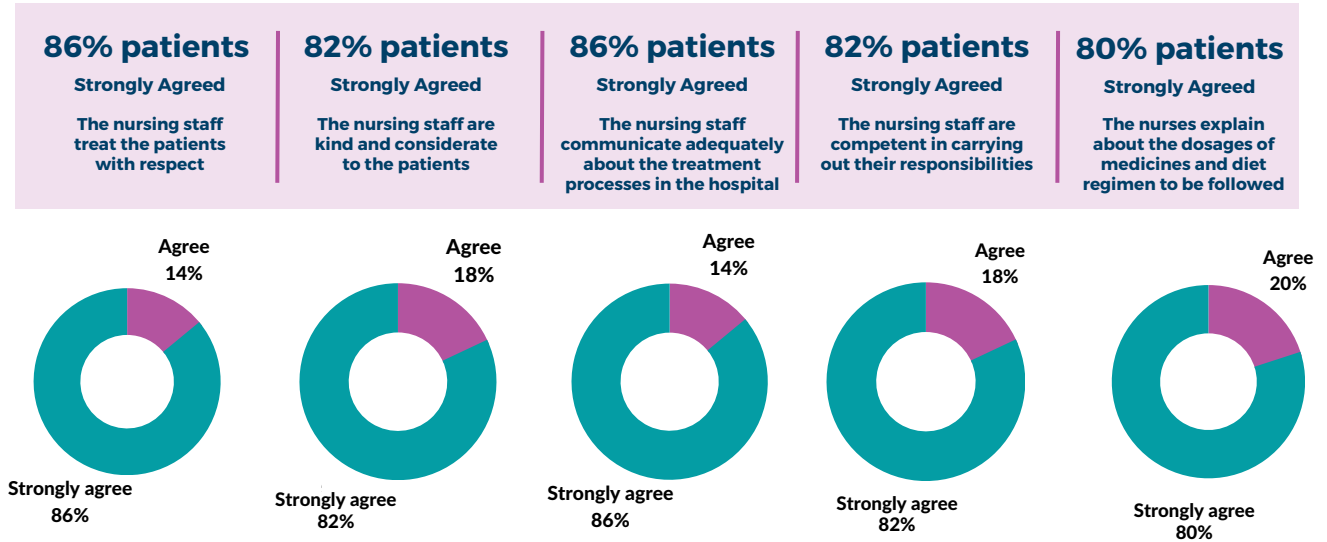


General ward

Patients satisfaction with nursing staff

The patients were asked about their satisfaction with the nursing staff through a set of 5 statements on a 5-point Likert scale.

The findings of the study are as represented below:

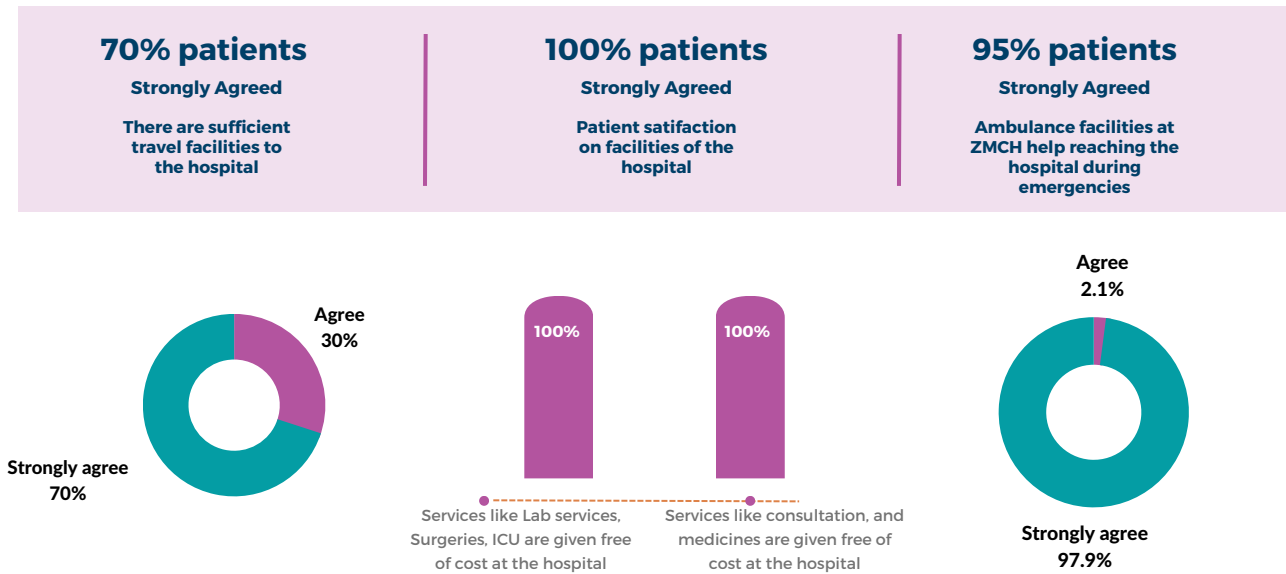


When the patients were asked about their opinion of a set of 5 statements about the nursing staff, an overwhelming majority conceded that the staff treated them with respect and was kind and considerate.

The nursing staff also adequately explains to the patients the treatment process. This plays a crucial role in alleviating the anxieties of first-time visitors about where to go, whom to approach for treatment, duration of treatment, and so on. The majority of the respondents also felt that the nursing staff are competent in performing their responsibilities. Patients the team interacted with during the survey confirmed that the nurses are supportive as they explain the medicine dosages and the diet regimen to be followed. Some of the patients commended the nurses for their smiling faces and pleasant demeanor, which is a rare phenomenon in crowded health facilities. “The nursing staff behave in a friendly manner and make them feel at home” was a common comment among the patients.



Patients' perception of the hospital (ambience and infrastructure)



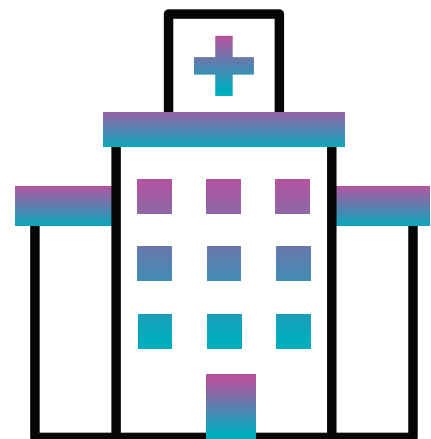
Patients interviewed during the study felt that the hospital premises are clean and tidy. Despite the hospital being visited by around 1,800 to 2,000 patients on average, the premises had no stench of medicines or disinfectants normally present in public hospitals.

There were sufficient seating arrangements in the waiting area for all respondents. This was reported to be a major factor in reducing physical and mental discomfort during the waiting period.

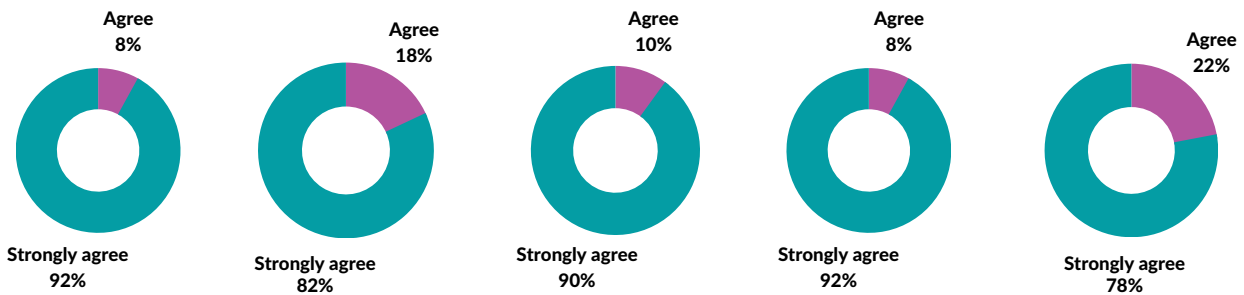
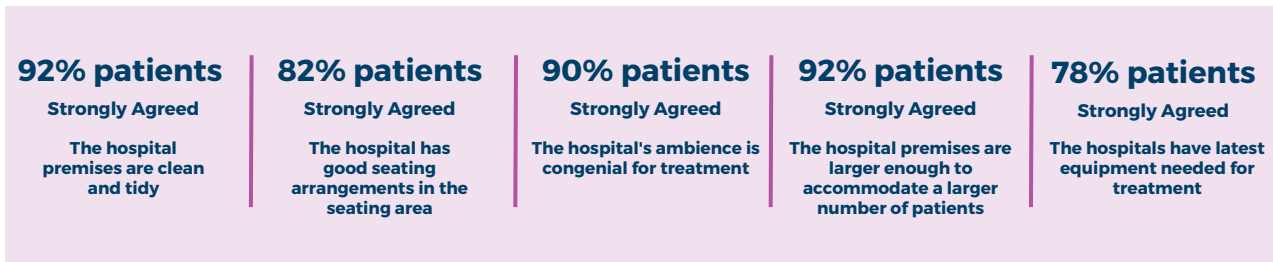
The hospital's ambience was found congenial by the patients, and the research team's observations confirmed the same. "The hospital looks very good and has an atmosphere better compared to any other private hospitals they we have seen" was a common comment by most of the patients interviewed during the study.

All the patients acknowledged that the hospital is spacious enough to accommodate a large number of patients every day. The hospital built in an area of 55,000 sq ft with 8 floors and 2 blocks, separate chambers for each clinical department, and a waiting area for patients is well-designed considering not only present but also future needs. Patients acknowledged that the hospital has all the latest equipment required for treatment.

The mean score of the scale on patient satisfaction with doctors was 4.82 out of a maximum score of 5, showing that patients' perception of the ambience and infrastructure is extremely positive.



Patients' perception of Accessibility and Affordability



The important determinants of a poor patient's visit to a hospital are accessibility and affordability. When the patients at Zydus were asked whether they find it challenging to reach the hospital, all the respondents stated it was not so. When a considerable number of long-distance patients, that is patients who traveled more than 30 km and above and those belonging to the border districts in the neighboring states of Rajasthan and Madhya Pradesh, were asked about whether they faced challenges in traveling, 10% said that though traveling entails some challenges, they do not mind doing so for free and quality medical care. Almost all the respondents (84%) stated they have access to modes of travel to reach the hospital, such as buses, autos, jeeps, trains, or other private modes of transport. Some of the respondents stated that there were some problems in travel connections 4 to 5 years ago, but now, as the number of patients visiting the hospital is increasing and it is emerging as the major medical destination for poor people in the district and neighboring districts, adequate transport facilities providing connectivity have emerged. Most of the patients (70%) shared that in case of emergencies, ambulance facilities are available at the hospital, while 30% of the respondents were not able to answer this. When asked about their reason for being unable to answer, the majority stated that they were visiting the hospital for the first time and had not faced such emergencies so far. All the respondents agreed that all medical care services like consultation and medicines were free of cost at the hospital. This was also quoted to be the primary reason for choosing the hospital for treatment. All the respondents agreed that services like lab services, surgeries, and ICU are given free of cost in the hospital.

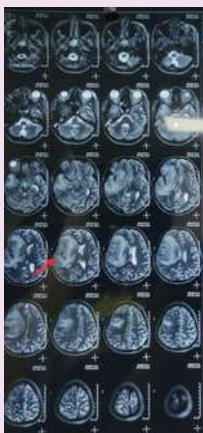
The mean score of the scale on the patient perception of accessibility and affordability was 4.59 out of the maximum score of 5, demonstrating that patients' perception of accessibility and affordability at ZMCH is extremely positive.

CHAPTER 5: SUCCESS STORIES

This section throws light on some of the challenging medical conditions and high-risk surgeries performed at ZMCH.

ZMCH carries out an average of 29 major surgical procedures and 95 minor surgical procedures in a month with zero cost to the patient. This section provides a glimpse of some of the high-risk cases handled by ZMCH.

Case 1: Meningo encephalitis



An 18-year-old, female patient from Madhya Pradesh, presented with symptoms of Seizures, high fever, altered mental status, and drowsiness which resulted in a sudden decreased response. MRI scan revealed a large area edematous lesion with mass effect, suggestive of meningoencephalitis. A decompressive craniectomy Procedure was performed on the patient to relieve intracranial pressure caused due to brain swelling under the administration of general anesthesia. Post the surgery and care at ZMCH, the patient successfully recuperated.

Case 2: Achalasia



A 40-year-old male Patient from Jhabhua, M.P. presented with symptoms of dysphagia, regurgitation, and chest discomfort. The patient was diagnosed with Achalasia, which is a rare swallowing disorder, that affects the esophagus following Barium Swallow and endoscopy procedures. Since the lower oesophageal sphincter was not relaxing properly, there was difficulty in passing food to the stomach for the patient.

It was decided to conduct a Heller's cardiomyotomy procedure on the patient with Nissen Fundoplication. Post-operation the patient stabilized and is able to swallow food orally well.

Case 3: Cervical Fibroid Polyp



A 40-year-old Female Patient presented with symptoms of abnormal vaginal bleeding, with severe pelvic pain and discomfort. The gynecologist diagnosed the patient with cervical fibroid polyps through a pelvic examination, ultrasound, and colposcopy which uses a magnifying device to examine the cervix more closely.

A cervical Fibroid Polyp of approx.. 9x5x 5 cm was found. Though such unusually larger polyps are operated through the open method, the medical team decided to go for Laproscopic surgery and the relatives of the patient were explained about the advantages of Laproscopic surgery, and eventually the surgery turned out to be successful.

Case 4: Retroperitoneal Tumour



A 25-year-old female patient from M.P. presented with symptoms of persistent abdominal pain, abdominal mass, and fatigue. Examination of the patient revealed that the patient has a lump in the abdomen, which has been increasing in size over time. Large multinodular and multiple retroperitoneal tumor size approximately 25 x12 cm and 3 kg in weight was removed. The surgical procedure involved meticulous dissection as the Tumor was close to major blood vessels, which is a medically high-risk case. The surgery was successfully completed and the patient recuperated post-care and treatment at ZMCH.



General Surgery



CHAPTER 6: EVALUATION OF OECD FRAMEWORK

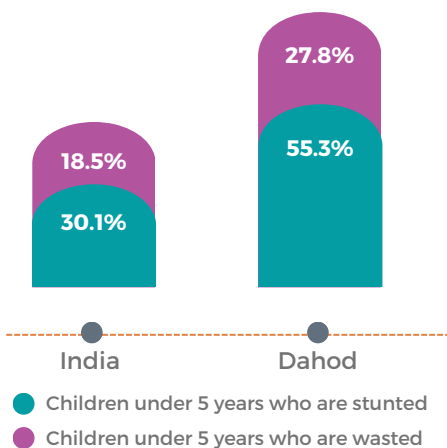
The social impact created by the services of ZMCH with reference to the hospital services was carried out for the financial year 2022-2023 on 5 parameters of evaluation: relevance, coherence, effectiveness, impact, and sustainability.

RELEVANCE

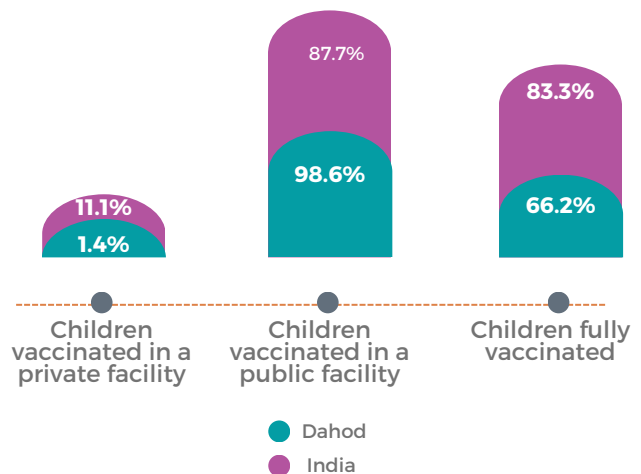


Using the data from the NHFS survey 5 for 2019-2021, the key health parameters at Dahod were compared with that of the nation. Dahod seems to be lagging behind in many insignificant areas, which indicates there was a critical need for better health infrastructure. This need appears to have been served in a major way through the establishment of ZMCH.

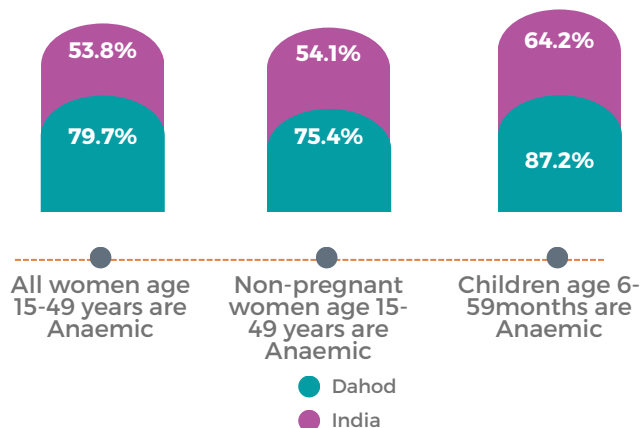
Growth status of children in Dahod and the country



Vaccination status of children in Dahod and the country



Comparison of status of anaemia in women in Dahod and the country



Serious health concern for women and children

Sickle cell anemia is a significant health concern in the region, due to the poor dietary habits of the tribal women populating Dahod. There is a significantly higher proportion of child stunting seen in Dahod at 53.3% compared to the national average of 30.1. Anemia in children is also significantly higher (87.2%) compared to the national average (18.5%). Lack of accessibility and affordability to a reliable healthcare facility quite likely increases the vulnerability of women, children, and the general population to morbidities, which can add to the burden of the government to handle the same.



Absence of reliable health care facilities in the vicinity

As many as 82% of the beneficiaries reported that they did not have any reliable healthcare facility, private or public, in their surrounding areas. Most of these beneficiaries and the general public interacted in the study stated that ZMCH is the only good health care provider in the 150-200 km radius of the hospital.



Reliance of people on public health care

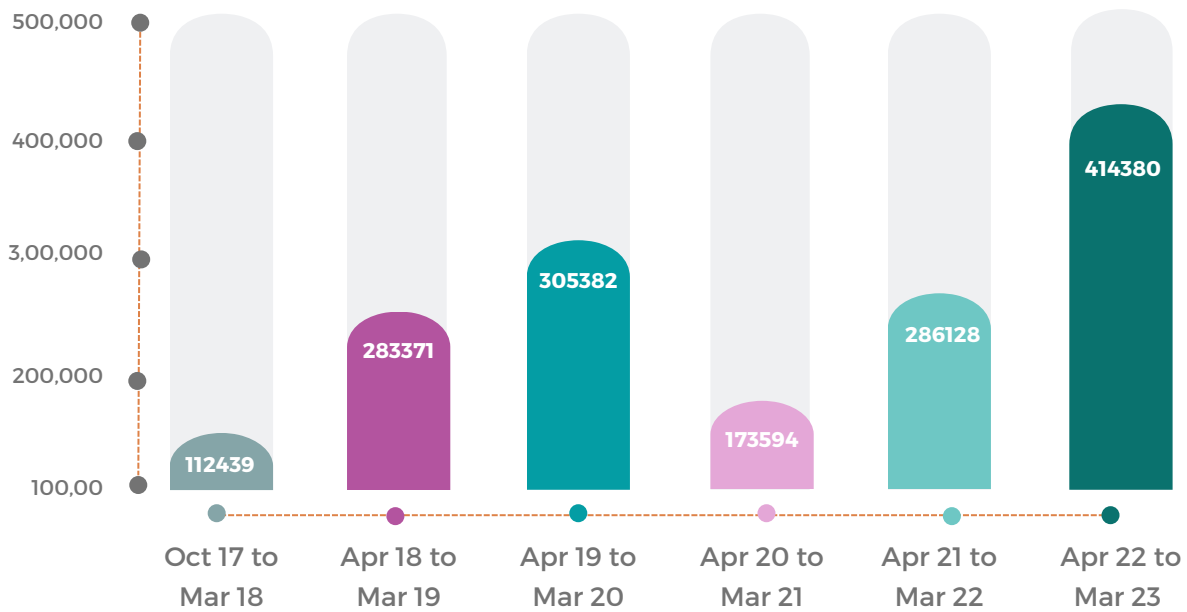
The number of children vaccinated in a public facility at Dahod is 98.6% compared to the national average of 87.7%, and institutional deliveries in a public facility at Dahod is 68.2% compared to the national average of 52.6%. This also indicates that people in Dahod were more reliant on public health facilities than private health facilities. The establishment of ZMCH offering public health care with the medical infrastructure of a high-end private health facility can be said to be serving the medical care needs of the socio-economically disadvantaged people of Dahod.



Exponential increase in population seeking medical care at ZMCH year on year

Any healthcare facility will see an increase in the number of patients seeking care only if it offers reliable, accessible, and affordable care. Compared to FY 2020-2021, in FY 2021-2022, there was a 64.82 increase in the number of patients attending the OPD. 44.82% increase in OPD cases in 2022-2023 compared to the preceding year. The increase in a number of patients seeking medical care indicates that the beneficiaries are satisfied with the services and there is a real need for medical care in Dahod and neighboring districts that leads people to seek medical care at ZMCH.





OPD Attendance

COHERENCE



The CSR activity of ZMCH is well aligned with SDG 3 and its sub-targets.

SDG Sub Target	Relevant services provided by Zydus hospitals
Sub Goal 3.1: Reduce maternal mortality	Increased accessibility to high Quality ante-natal, peri-natal, and post-natal services for impoverished women patients at ZMCH through the Department of Obstetrics and Gynaecology. The Department has all the latest medical equipment and experienced medical professionals and paramedical staff equipped to provide high-quality care.
Sub Goal 3.2: End preventable deaths of newborns and children	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.
Sub Goal 3.3 Control Communicable Diseases	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.
Sub Goal 3.4: Reduce premature mortality from non-communicable diseases. Prevention, treatment and promotion of mental health and well-being.	There are good facilities for periodic check-ups, consultations, and treatment through the Department of Non-Communicable Diseases for NCDs such as Hyperglycemia, Hypertension, and Dyslipidaemia through expert Doctors at ZMCH which aid in reducing premature mortality. The Clinical Lab and Pharmacy at ZMCH provide diagnostic facilities and free medicines respectively, which play a crucial role in the management of NCDs. The Department of Psychiatry offers counseling and Treatment for patients with mental illnesses leading to overall well-being.

SDG Sub Target	Relevant services provided by Zydus hospitals
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 Casualty operates 24 x 7, and assesses and stabilizes patients with life-threatening conditions. Services like Triage, Diagnostic services, advanced surgery facilities, ICUs, and Specialist consultations help in saving the life of traffic accident victims.
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 counseling, 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.

EFFECTIVENESS



Accessibility and Affordability to Health care of Underprivileged people

Effectiveness indicates whether the intended objectives were achieved. Zydus was established to provide quality medical care to the underprivileged people in the region. The study was able to observe the same. It was observed that 25% of the respondents visiting ZMCH reported a monthly income of below Rs. 5000/- a month and 73% of the respondents had a monthly income below Rs. 10,000/- The average monthly income of the respondents was Rs. 8800/-. Interactions with the respondents during the study revealed that they had always relied on a Government Health facility only for health care and have never gone to a private hospital as it is above their means.



Serving a large catchment of Beneficiaries

Distance Travelled to Hospital	Percentage
Less than 5 Kms	18
5 Kms to 10 Kms	15
10Kms to 20 Kms	16
20 Kms to 30 Kms	14
30 Kms to 50 Kms	16
50 Kms to 80 Kms	15
80 Kms and above	6
Total	100



Interactions with the respondents revealed that many have come from far-off places within Dahod, like Limkheda which is 30 Kms from ZMCH, Devgadbaria, 40 Kms from ZMCH, Fatehpur (approx.. 60 Kms), Dhanpur(approx. 45 Kms), Zalod (approx. 50 Kms) from Dahod District as it is the only tertiary care provider for the District.

Many patients from the bordering districts of Madhya Pradesh and Rajasthan too visit the hospital for their tertiary care needs. Patients even travel from Banswara, in Rajasthan, located approx., 100 Km from ZMCH, and Ratlam, Madhya Pradesh, 97 Km from ZMCH. The research team also met with patients from far-flung Ujjain, 200 Km from ZMCH.

One of the major reasons cited by the respondents of coming to ZMCH is that they found no reliable health care provider near their home towns and even if there were one or two private hospitals, the costs were prohibitive, well above their means to afford for. Many of these respondents came to know of ZMCH through their friends/ neighbours/ relatives who had taken treatment there.

EFFICIENCY

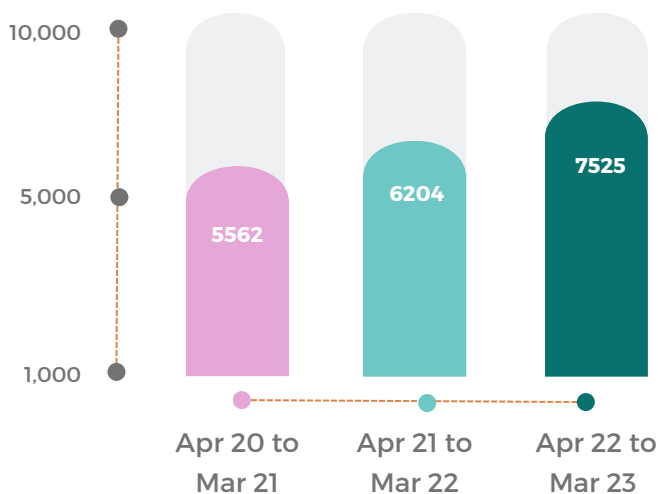


Efficiency refers to how well the available resources are put to use and also the ratio of the input to the output.

The steady rise in the number of OPDs and the number of surgeries performed in a year points to the fact that the best use of the available resources of the medical infrastructure in terms of well-designed, spacious buildings, adequate doctors, Nursing staff, Paramedical staff, state of medical equipment has been made use of, resulting in greater benefits to greater numbers, year on year.

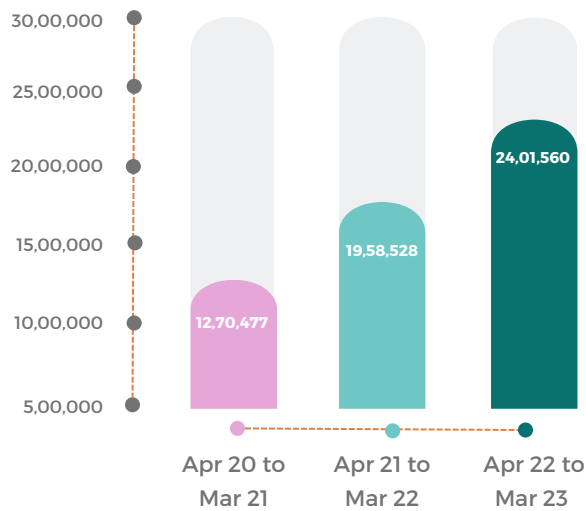
The research team was able to observe a significant increase in the number of surgeries, Lab Investigations, and radiology investigations being done. The research team also observed an exponential increase in OPD visitations in a year.

Significant Increase in the number of surgeries



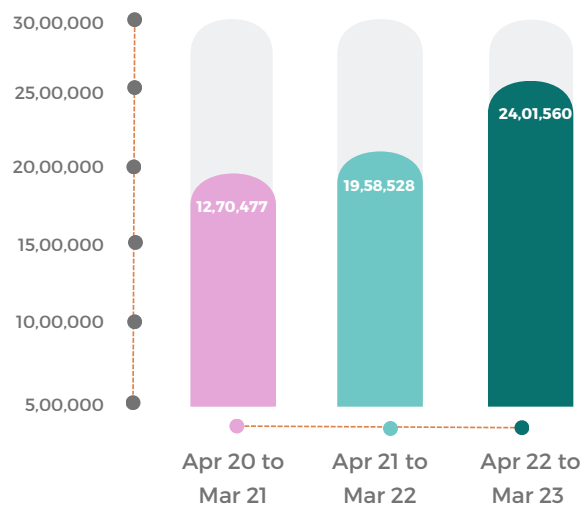
There is an 11.54% increase in surgeries performed in FY 2021-22 compared to the preceding FY 2020-21. An increase of 21.29% in the number of surgeries performed in FY 22-23 can be seen in comparison to the previous FY 21-22.

Significant increase in number of Lab Investigations



An increase in the Lab investigations of 54.15% in FY 21-22 compared to the previous FY of 20-21 and an increase of 22.62% in FY 22-23 compared to FY 21-22 is also observed.

Significant increase in number of Radiology investigations



With reference to the radiology investigations, there was a 90.98% increase in FY 21-22 compared to the previous FY, and an increase of 38.60% in FY 22-23 over the preceding FY was also observed.

The increase in the operations of Lab investigations, surgeries, and radiology points to the fact that ZMCH's health care services are effective in nature.

IMPACT



Parameters	Scenario before the establishment of ZMCH	Scenario after the establishment of ZMCH (As of March 2023)	Impact
Status of the Building infrastructure	Single storeyed and Double storeyed units for few specialities, functioning independent of one another	A massive building infrastructure of 55,000 Sq.ft. available now	Treatment of patients for specialities has been made possible
Facilities for Lab Investigations	Lab facilities were not available	Lab investigations of microbiology, pathology	Relief to patients and family members from hardships in getting lab investigations done from outside the Hospital. Financial savings for the family due to free services at ZMCH

Parameters	Scenario before the establishment of ZMCH	Scenario after the establishment of ZMCH (As of March 2023)	Impact
Access to Inpatient Admissions	150 beds	1034 beds	There is an exponential increase in the hospital's capacity to provide inpatient care
Life-saving facilities during emergencies and casualties	8 ICU beds	Exponential growth in number of ICU beds to 118	There is a phenomenal increase in Hospital's capacity to provide life-saving medical care
Critical care for Neonatal and children	No facility of NICU or PICU was available for neonatal and children	NICU and PICU are now available	Reduction in mortality and morbidity among neonatal and children
Blood Bank	Not available	Blood bank with a capacity of supplying 850 to 900 units of Blood every day	The ease of getting Blood transfusions done has increased during emergencies
Specialist Doctors	15 specialists	197 Specialists	More specialized care to underserved patients available across multiple clinical specialties has become possible
Consultation by Medical Doctors	8 doctors	71 doctors	Increased Doctor-patient ratio has resulted in more quality medical care for patients
Nursing Staff	25 nursing staff	434 Nursing staff	Increased nurse-patient ratio resulting in improved quality of care and higher patient satisfaction
Detection facility for Breast cancer	Not available	A mammography machine is available	Early detection of breast cancer, crucial for the control and management of the disease better, has been made possible
Imaging Diagnostics	M.R.I Scanning is not available	M.R.I. machine is available	Precise diagnosis of anomalies of vital internal organs like the brain, spinal cord, heart, liver, etc., for a variety of critical medical conditions, is available now, which helps in better treatment planning for the physician. Patients and family members are saved from the hardships involved in approaching a private Scan centre outside the hospital for getting M.R.I. scan. Financial savings to the patients as MRI scan is done free of cost at ZMCH.

SUSTAINABILITY



The ZMCH receives the following grants from the Government of Gujarat under the PPP model, in accordance with Gujarat Government's Health Policy.



Annual Grant from the Government of Gujarat

INR 8.5 Crore for five years



Annual Student Grant from the Government of Gujarat

INR 15 Crore for five years



CSR donations received during the year

INR 16 crore



Other revenue sources

Reimbursements under PMJAY

In addition to the above mentioned sources of revenue, tuition fees from medical students is another major source of revenue to the Hospital. In view of the increasing demand from underserved segments of people from Dahod and the surrounding districts, the project can be made more sustainable through cross-subsidization from other corporates, mobilization of grants and aids from international NGOs, and user charges for affordable patients.

CONCLUSION

The study has documented the significant social impact of ZMCH, which offers high-quality tertiary care to the underserved population in Dahod and neighboring areas of Madhya Pradesh and Rajasthan. The research findings indicate that the services provided by ZMCH are comparable to those of top corporate hospitals, with no compromise on quality despite being offered free of charge, as reported by the patients interviewed during the study.

Patients and their family members/caretakers were observed arriving at the hospital as early as 6 a.m., traveling from neighboring states and distant locations in Dahod and nearby districts. The lack of reliable healthcare facilities in their hometowns and nearby areas was cited as the primary reason for choosing ZMCH. Many patients and family members expressed that they used to postpone hospital visits due to the fear of high expenses associated with consultation, diagnostics, and medications.

Overall, the study reveals a high level of satisfaction among patients regarding the doctors, nursing staff, hospital ambience, and affordability and accessibility of services. The study also highlights patient satisfaction with various clinical specialties and facilities offered by the hospital. It concludes that ZMCH has successfully fulfilled its mission of providing medical care to the underserved population in and around Dahod.