

# HEALTHCARE

## FIRST REFERRAL UNIT-1, GOVT. HOSPITAL



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1.



# EXECUTIVE SUMMARY

## Project Overview



**Objective:** To enhance healthcare facilities at First Referral Unit-1 by providing essential medical equipment, leading to improved patient care and treatment outcomes.



**What:** Orient Electric Limited has sponsored medical equipment and supported the setup of a testing lab at First Referral Unit-1, a Government hospital in Faridabad, Haryana.



**Where:** First Referral Unit-1, Health Department, Sector 30, Faridabad, Haryana.



**Who:** Orient Electric Limited in association with Implementing Partner, Ek Sangharsh.



**How:** By Providing financial support for the purchase and installation of essential medical equipment such as a Haematology Analyser, Electrolyte Analyser, Infusion Pump, ECG Machine, Metro Chair 3 Seater, Labour Room Delivery Table and 1 KVA UPS (Uninterruptible Power Supplies) battery for Haematology/Electrolyte Analyser.



**When:** FY 23



## Field Visit Summary



Direct observation of the project activities undertaken in the hospital through a checklist.



Survey of patients present in the hospital during field visit



Key Informant Interview (KIIs) with Doctor, Lab Technician and Administration Staff.



KII with Implementing Partner.

## Takeaways



The First Referral Unit-1 hospital, supported by Orient Electric, achieved significant healthcare milestones. They conducted 2,406 CBC tests, 68 electrolyte tests, and 1,118 deliveries on the new table. The infusion pump was used 83 times in the New Born Care Unit (NBCU).



100% of respondents rated the overall quality of healthcare services at First Referral Unit-1 as excellent, highlighting Orient Electric's commitment to top-notch medical care.



A remarkable 100% of surveyed respondents expressed complete satisfaction, attesting to the hospital's accurate diagnosis and effective treatment, reflecting its unwavering commitment to patient care.



96% of respondents reported no challenges in accessing healthcare services at the hospital, showcasing Orient Electric's commitment to providing seamless, accessible care for all.



72% of respondents utilized the hospital lab services and were highly satisfied with the testing facilities, showcasing the hospital's commitment to excellence in diagnostics, bolstered by Orient Electric's sponsorship of hospital diagnostic equipments.

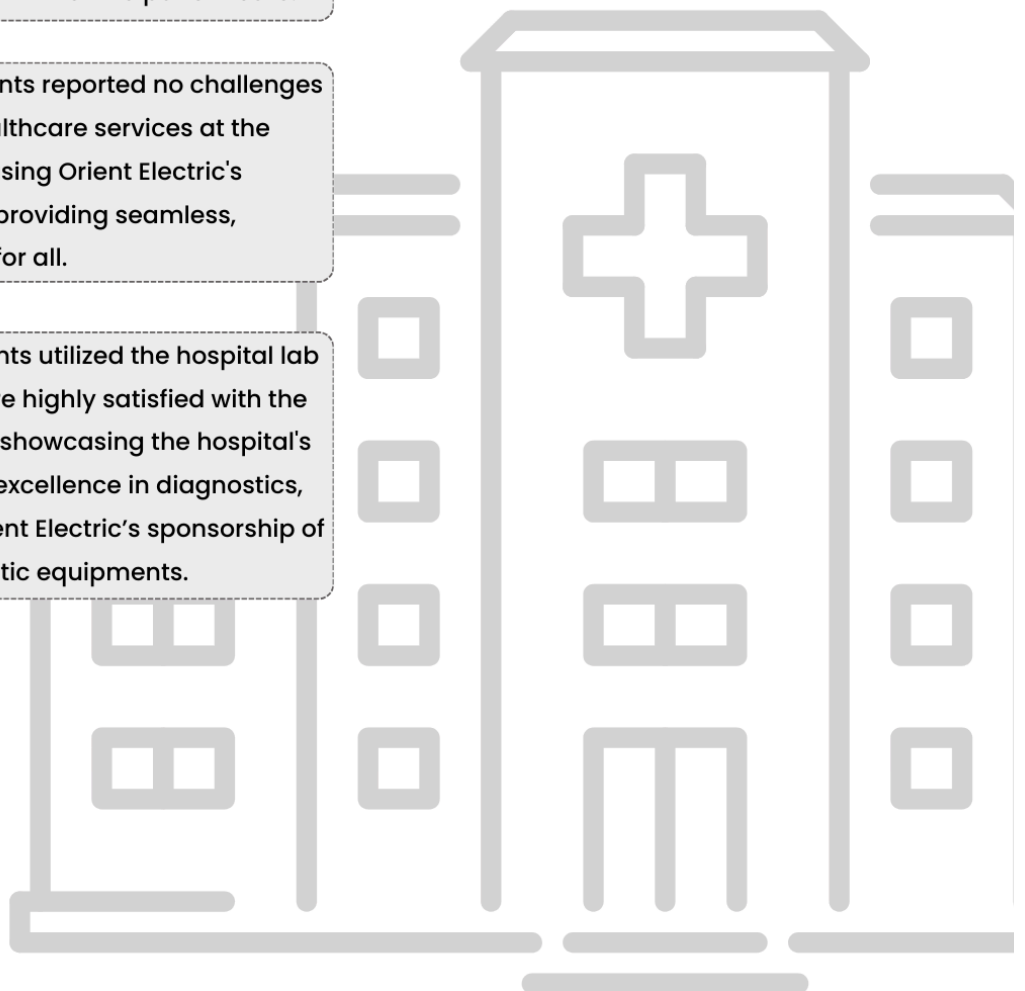
## Recommendation



The machines donated by OEL were non-operational for some time due to lack of funding for consumables. The hospital may consider charging the patient a nominal amount per test to make usage of the machines self-sufficient and sustainable.



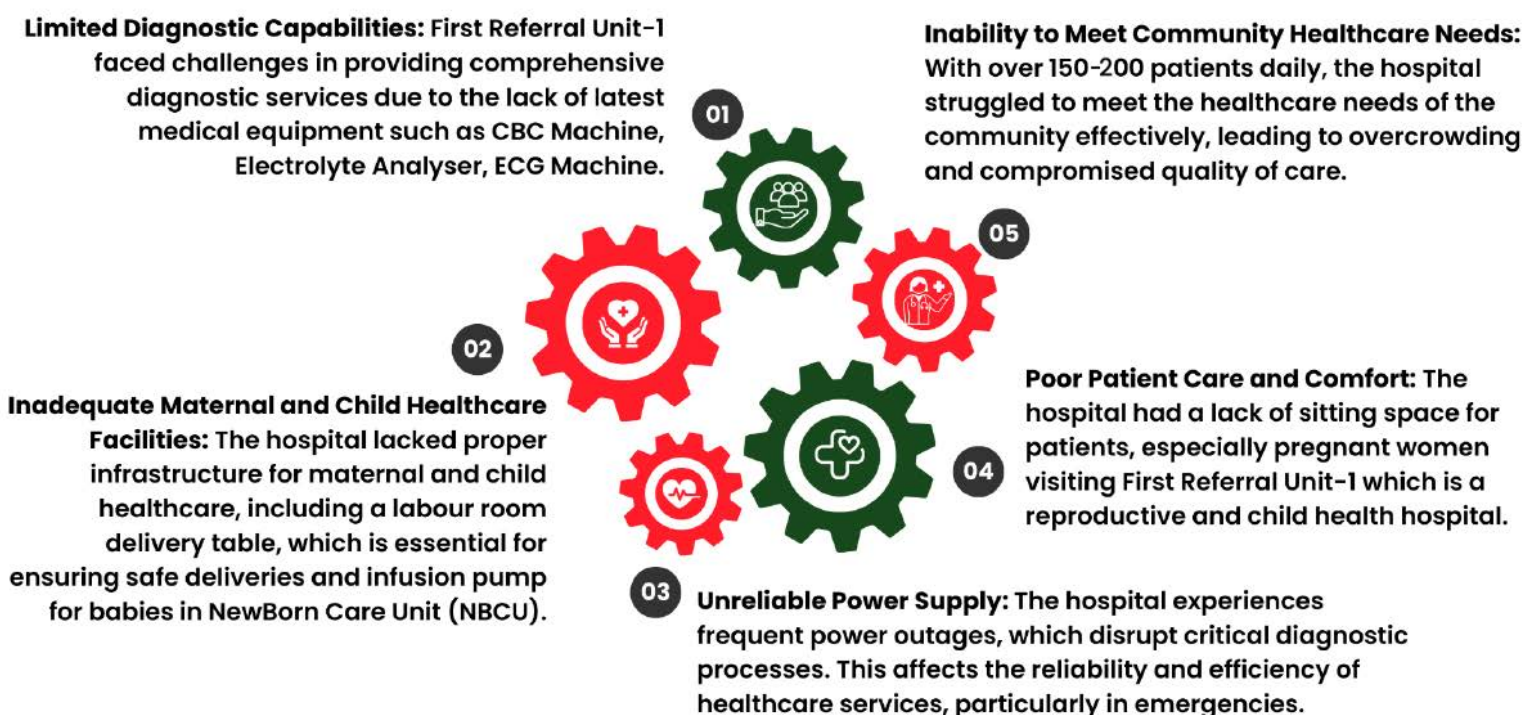
The hospital currently lacks a quality control testing kit for the diagnostic machines. It is recommended that the hospital procure a quality control kit to ensure accurate diagnoses for patients and improve the overall quality of healthcare services.



## 2. Project overview

The project at First Referral Unit-1, Faridabad, sponsored by Orient Electric Limited, focuses on enhancing healthcare services through the provision of essential medical equipment and the establishment of a testing lab. This initiative aims to improve diagnostic capabilities, maternal and child healthcare, and patient care at the hospital. The project commenced in the financial year 2022-23 and has significantly contributed to improving healthcare outcomes for over 200 patients daily. The partnership with Ek Sangharsh, an NGO, has facilitated the successful implementation of the project to support the hospital's healthcare services.

### 2.1 Need for the project



### How Orient Electric Limited, through NGO EK Sangharsh addressed these challenges:

- Provided the hospital with the latest Haematology Analyser, Electrolyte Analyser, and ECG Machine, enhancing the hospital's diagnostic capabilities.
- Sponsored a labour room delivery table and infusion pump for newborns in the NBCU, improving maternal and child healthcare services.
- Provision of a metro chair 3 Seater (12 units) for enhanced patient comfort during treatment, providing adequate seating space and improving the overall patient experience.
- The provision of a 1 KVA UPS for Haematology/Electrolyte Analyser to ensure uninterrupted power supply for critical diagnostic processes, addressing the issue of unreliable power supply.

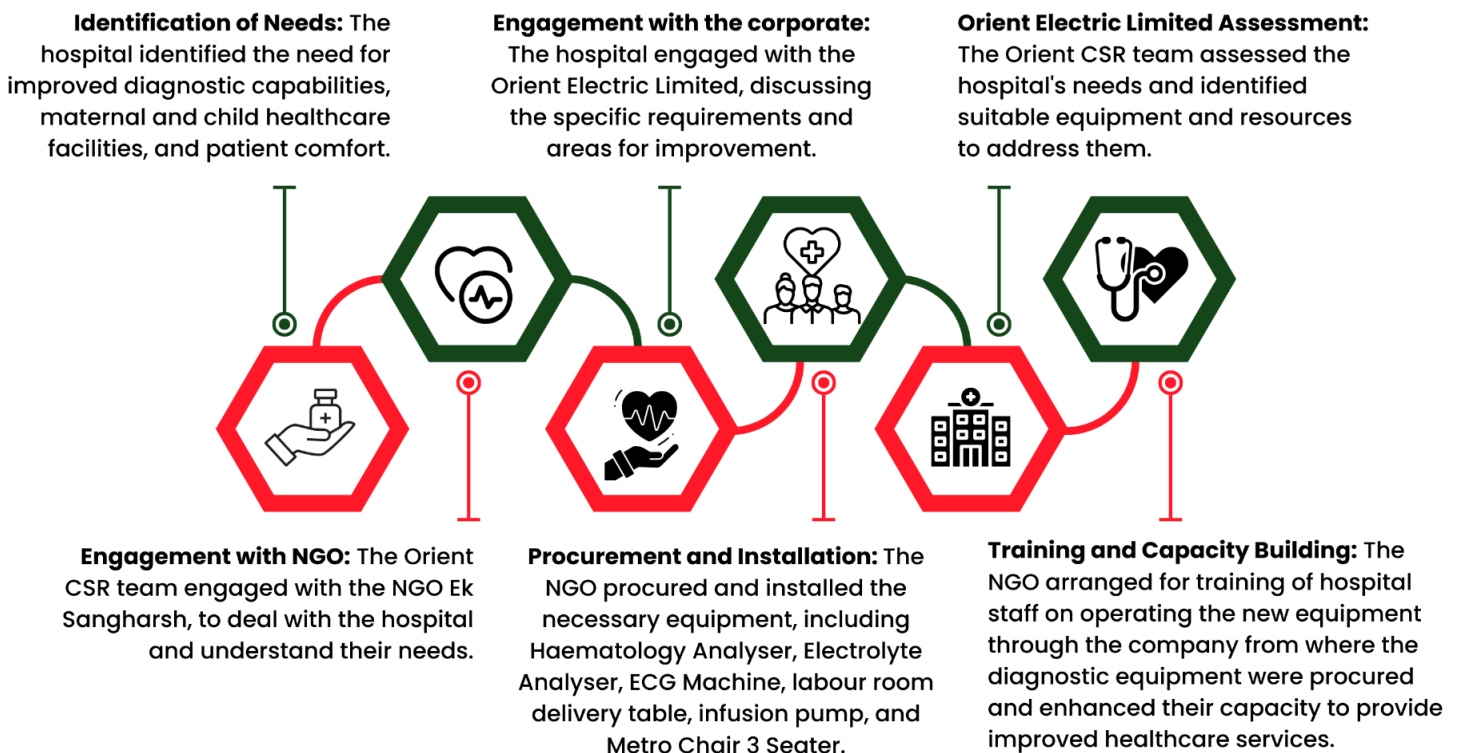


## 2.2 About Orient Electric Limited

Orient Electric Limited, a key player in India's electrical consumer durables, lighting, and switchgear sectors, integrates societal development into its business operations for sustainable growth. Considering society a vital stakeholder, the company is committed to inclusive growth. Focusing its CSR efforts on pressing socio-economic issues, Orient Electric Limited promotes education, women's empowerment, healthcare, hygiene, hunger alleviation, and environmental sustainability. Its CSR Policy emphasises sustainable and inclusive social development, aiming to enhance the quality of life in the communities it serves.

The company's CSR initiatives extend beyond philanthropy to holistic community development, institution-building, and sustainability-related projects. Targeting areas like women's empowerment, education, skill development, health and hygiene, water conservation, social advancement, gender equality, environmental sustainability, and rural development, the CSR Policy reflects Orient Electric Limited's commitment to benefiting society and aligning with its core values of sustainability and inclusivity.

## 2.3 Activity Flow



## Activities undertaken in FY-23

- ✓ Haematology Analyser
- ✓ Electrolyte Analyser
- ✓ Infusion Pump
- ✓ ECG Machine
- ✓ 1 KVA UPS for Haematology/Electrolyte Analyser
- ✓ Metro Chair 3 Seater (Set of 12)
- ✓ Labour Room Delivery Table
- ✓ Set up of Isolation room for Tuberculosis patient
- ✓ Information, Education, and Communication (IEC) Material in hospi

## 2.4 Project Completion Summary



### WHAT

Orient Electric Limited has sponsored medical equipment and supported the setup of a testing lab at First Referral Unit-1, a government hospital in Faridabad, Haryana.



### WHERE

First Referral Unit-1, Health Department, Sector 30, Faridabad, Haryana.



### WHO

Orient Electric Limited in association with implementing partner Ek Sangharsh



### HOW

By Providing financial support for the purchase and installation of essential medical equipment such as a Haematology Analyser, Electrolyte Analyser, Infusion Pump, ECG Machine, Metro Chair 3 Seater, Labour Room Delivery Table and 1 KVA UPS (Uninterruptible Power Supplies) battery for Haematology/Electrolyte Analyser.



### WHEN

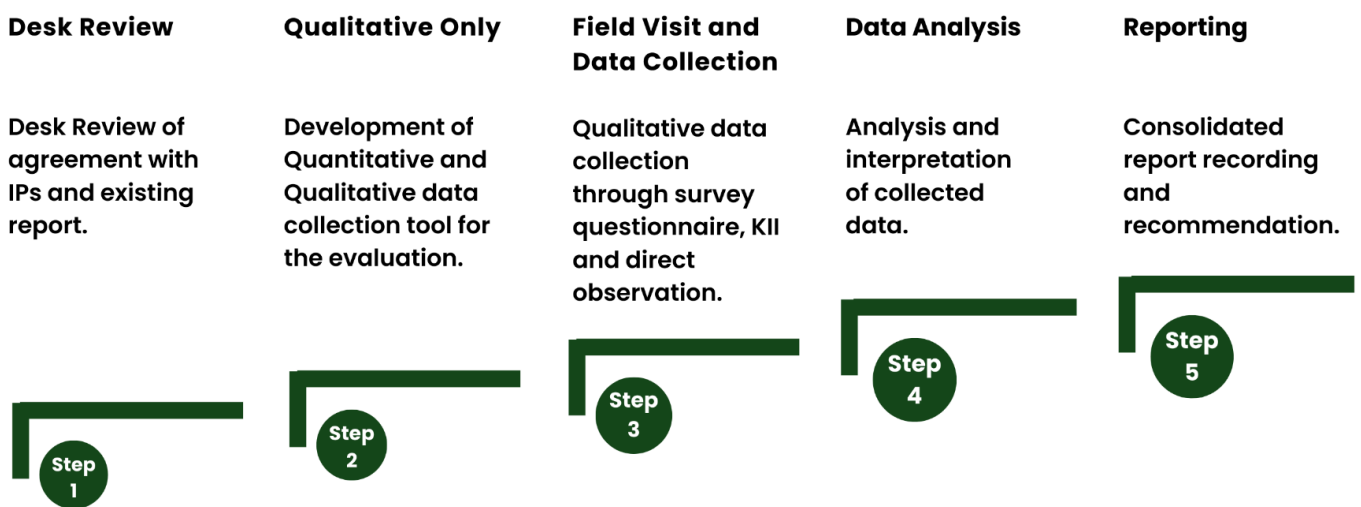
FY 23

### 3. Study Approach and Methodology

#### 3.1 Impact Assessment Stages

The primary objective of the Impact Assessment is to evaluate the effectiveness and overall impact of the project on its intended beneficiaries and the communities it serves. Through this assessment, we aim to measure the positive and extended outcomes, identify areas of success, and scope for further improvement, if any.

The following are the stages involved in conducting an Impact Assessment.



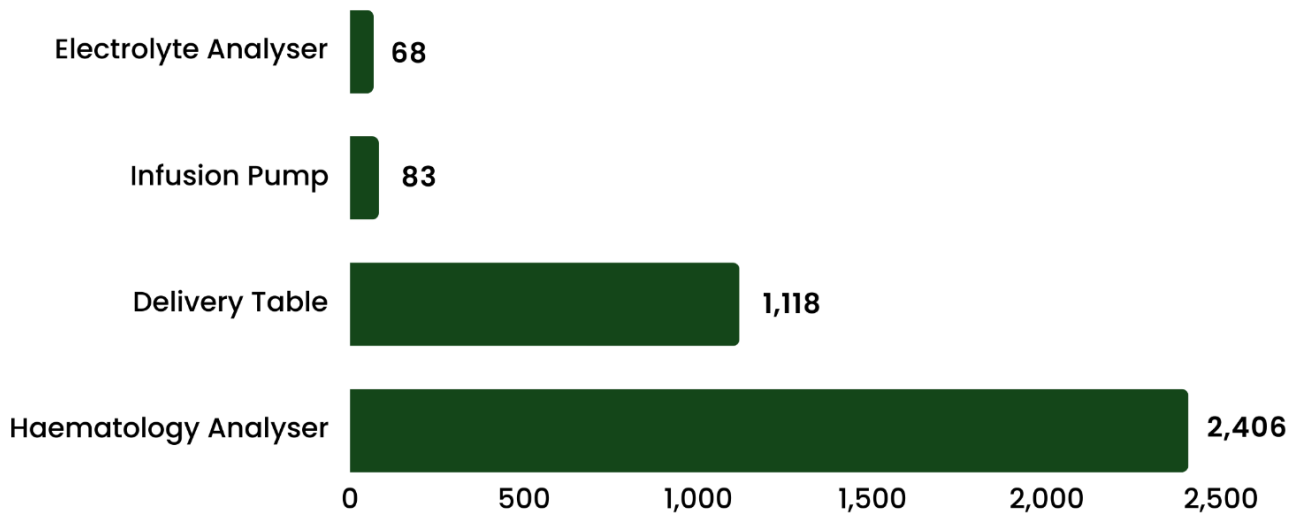
#### 3.2 Beneficiaries Profile

The graph below represents the number of people who benefited from the Haematology Analyser, Electrolyte Analyser, Delivery Room Table and Infusion Pump. The numbers are for

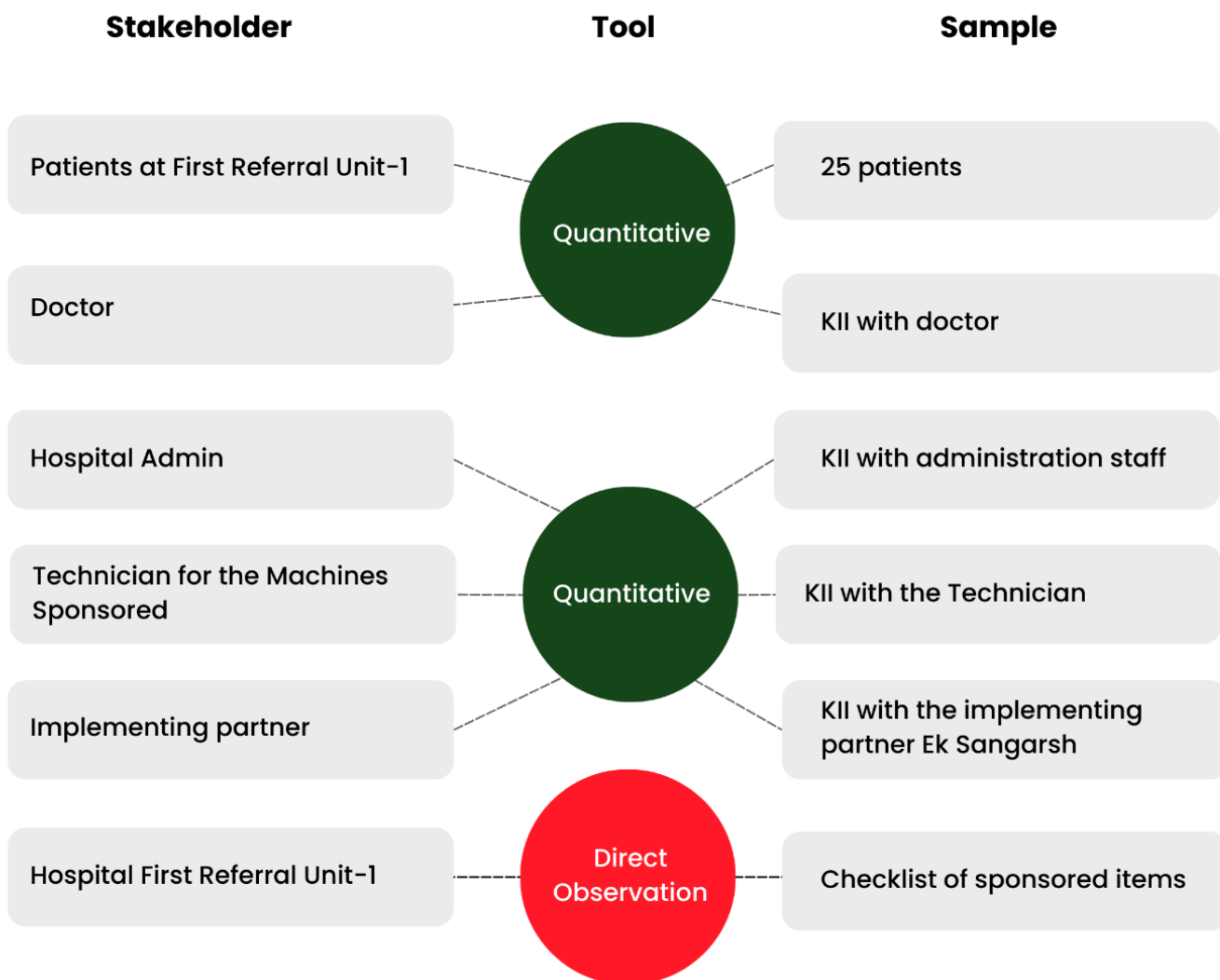
- Haematology Analyser from April '23 to September '23
- Electrolyte Analyser from April '23 to July '23
- Delivery Room Table from April '23 to December '23
- Infusion Pump from April '23 to to December '23







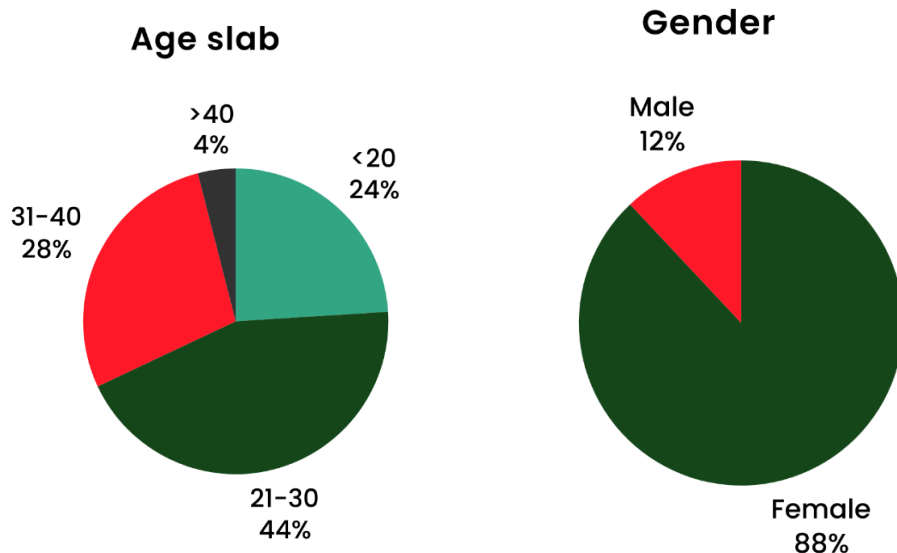
### 3.3 Tools and Samples Selection



## 4 Findings and Analysis

### 4.1 Respondents' Profile

The study at First Referral Unit-1 involved multiple stakeholders and utilised various tools for data collection. The sample size included 25 patients, (25% of ~100 patients present on the day of field visit) with quantitative data being collected from them. Direct observations were conducted at the hospital using a checklist to assess the sponsored items. Qualitative data was gathered through KIIs with a doctor, hospital administration staff, a technician responsible for the sponsored machines, and the implementing partner from Ek Sangarsh. The study was aimed to provide insights into the perspectives and experiences of the respective stakeholders regarding the healthcare services and equipment sponsored by Orient Electric Limited.



### 4.2 Study Findings

#### 1. Increased Diagnostic Capacity

The generous contribution of sponsored equipment from Orient Electric has significantly enhanced the hospital's capacity to diagnose and treat a diverse range of medical conditions with greater effectiveness. First Referral Unit-1 is a Government hospital for reproductive and child health however, they treat other patients also who come for general checkups and provide basic treatments in case of emergency after which they are referred to Civil Hospital for further treatment. The project involved installation of the following diagnostic machines.

- **ECG Machine:** Discussion with Dr Manjeet Singh from the hospital highlighted the significant impact of the newly installed 12-channel ECG machine on the hospital's ability to diagnose patients during emergencies. The advanced machine provides detailed diagnostic information, enabling the medical staff to quickly determine if urgent treatment is needed. The doctor emphasised that the ECG machine is a life-saving installation in emergency situations, as it allows for swift and accurate diagnosis, leading to timely interventions and improved patient outcomes.



- **Haematology Analyser:** During the field visit Dr Manjeet Singh and Lab Technician Mrs Renu Taneja informed that Haematology Analyser which is a Complete Blood Count (CBC) machine has helped them in many ways

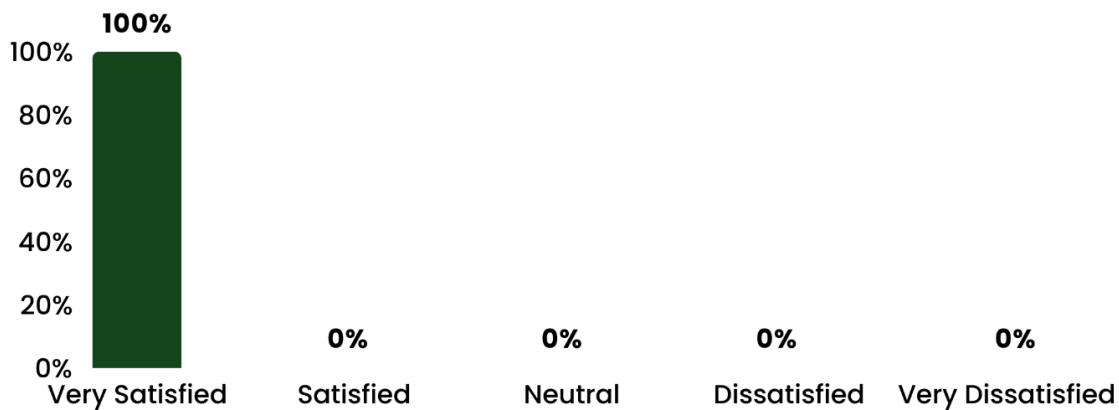
- The earlier machine they had was only a haemoglobin tester which did not give detailed results. The hospital has maternal and child health care, there are many pregnant ladies for them a Complete Blood Count (CBC) is always required.
- The hospital was able to do testing of many people who visited under 'NIROGI' Haryana (New Initiative for Robust and Good Health in Haryana) of Haryana Govt. because of the Haematology Analyser.
- As per the records the hospital has conducted 2,406 CBC tests since the machine installation.
- It was also informed during the field visit that out of all the Govt. hospitals in Faridabad First Referral Unit-1 and Civil hospital are the only two hospitals that have a Complete Blood Count (CBC) machine.



- **Electrolyte Analyser:** Lab Technician Mrs Renu Taneja and nursing officer Harinder Malik also mentioned that earlier they did not have an Electrolyte Analyser in the hospital. It has been very useful in testing the patients. The patients were earlier referred to get the testing done from other hospitals.



- As per records the hospital has conducted 68 electrolytes tests since the machine installation.
- Dr. Manjeet Singh and Lab Technician Mrs. Renu Taneja also mentioned that the diagnostic machines were non-operational for some time due to a lack of funding for consumables, as the hospital was seeking funding from the Government for the reagents.
- 100% of the survey respondents (25 patients) responded that they were diagnosed and treated properly at the hospital.
- 72% of the survey respondents said that they have utilised the hospital lab services.
- 100% rated that they were very satisfied with the testing facilities at the hospital.



## 2. Enhanced Maternal and Child Healthcare

Orient Electric, in collaboration with NGO Ek Sangharsh, has made remarkable strides in enhancing maternal and child healthcare services at the hospital. Their efforts have resulted in the provision of crucial equipment like a labour room delivery table and infusion pump. The contributions have not only improved the hospital's infrastructure but also significantly enhanced the quality of care provided to mothers and children.



- The doctor from the maternal health department informed that the delivery table sponsored by OEL is an automatic one and very helpful to keep the head up during delivery. The new table has locks on the side which provides protection to the new mothers at the time of delivery.
  - As per the records the hospital has done 1,118 deliveries on the new table since installation.



- A discussion with the doctors revealed that the infusion pump is in the nursery ICU of the hospital and it is used to supply measured medicine to the baby. The hospital earlier had only one infusion pump but with the new sponsored pump they are able to treat more babies.
  - As per the records seen during the visit the infusion pump has been utilised 83 times since installation.
- 60% of the survey respondents said that they have got treatment from the gynaecology department of the hospital.

### 3. Improved Patient Comfort and Experience

The purchase of the Metro Chair 3 Seater sponsored by Orient Electric has significantly elevated patient comfort during treatment at the hospital. This thoughtful addition not only offers ample seating space for patients and their attendants but also reflects the commendable efforts of Orient Electric in enhancing the healthcare experience.

- A discussion with the doctors in the hospital revealed the hospital had very less sitting space for the patients earlier and this used to cause discomfort for the patients who had to stand in ques. The set up of 12 three seater chairs has provided adequate sitting space for all the patients and better patient experience at the hospital.



- 100% of the survey respondents rated the overall quality of healthcare services provided at First Referral Unit-1 as excellent.



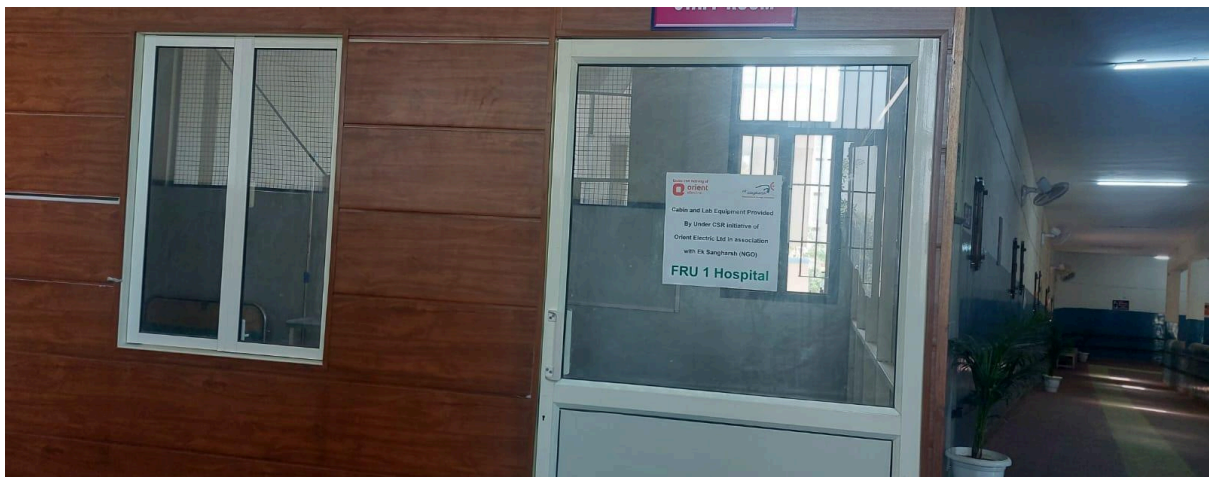


- 96% of the survey respondents said they have not faced any challenges or difficulties in accessing healthcare services at the hospital.

#### 4. Setting up an Isolation Room for Tuberculosis (TB) Patients

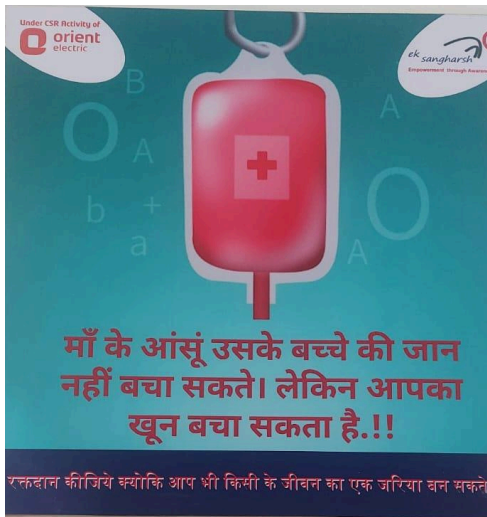
During the field visit it was observed that a specialised isolation room tailored for tuberculosis patients was set up within the hospital premises. This dedicated facility not only ensures the provision of optimal care for TB patients but also significantly mitigates the risk of disease transmission within the hospital environment.

Such initiatives underscore Orient Electric's commitment to enhancing healthcare infrastructure and fostering safer environments for patient care.



## 5. Display of Information, Education, and Communication (IEC) Material

During the field visit, it was evident that the hospital, with the support of Orient Electric, has efficiently employed Information, Education, and Communication (IEC) materials to educate patients and visitors regarding healthcare services and best practices. Notably, posters, pamphlets, and other IEC materials were prominently showcased throughout key areas of the hospital, disseminating valuable information on diverse health issues, hygiene practices, and available services.



### 4.3 Key Highlights

- The First Referral Unit-1 hospital, supported by Orient Electric, has achieved significant milestones in healthcare delivery. The hospital has conducted 2,406 CBC tests, 68 electrolyte tests, and 1,118 deliveries on the new table. The infusion pump has been used 83 times in the NewBorn Care Unit (NBCU).
- 100% of the survey respondents rated the overall quality of healthcare services provided at First Referral Unit-1 as excellent. This overwhelming endorsement underscores the Orient Electric's commitment to providing top-notch medical care to all patients.
- A remarkable 100% of surveyed respondents (25 patients) expressed complete satisfaction, attesting to the hospital's accurate diagnosis and effective treatment, reflecting its unwavering commitment to patient care.
- 96% of the survey respondents said they have not faced any challenges or difficulties in accessing healthcare services at the hospital. The feedback reflects Orient Electric's commitment to providing seamless and accessible healthcare services to all, ensuring that patients can easily receive the care they need without impediments.
- An impressive 72% of surveyed respondents utilised the hospital lab services and expressed immense satisfaction with the testing facilities, underscoring the hospital's commitment to providing state-of-the-art diagnostic services that meet and exceed patient expectations bolstered by Orient's sponsorship of machines.

## 5. Framework

### 5.1 REECIS

The overall impact assessment findings can be mapped as per the criteria of the Relevance, Effectiveness, Efficiency, Coherence, Impact, Sustainability framework as follows.

#### Relevance:

The project directly addresses the identified challenges faced by the hospital in providing comprehensive diagnostic services, maternal and child healthcare, and patient comfort

#### Effectiveness:

The installation of medical equipment such as the ECG machine, Haematology Analyser, and Electrolyte Analyser has enhanced the hospital's diagnostic capabilities, leading to more accurate and timely diagnosis. Additionally, the provision of a labour room delivery table and infusion pump has improved maternal and child healthcare services, contributing to better patient care and treatment outcomes.

#### Efficiency:

Staff at First Referral Unit-1 underwent thorough training on operating and maintaining the new diagnostic machines, ensuring their efficient utilisation. The installation of the UPS for the machines further guarantees uninterrupted functionality, even in the event of a power outage, enhancing overall operational efficiency.

#### Coherence:

The project demonstrates coherence with Government schemes such as the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), the National Health Mission (NHM) and 'NIROGI' (New Initiative for Robust and Good Health in Haryana) of Haryana Govt which aim to provide financial protection and improve access to quality healthcare services for vulnerable populations.









#### Impact:

The project has greatly enhanced healthcare services at First Referral Unit-1. Since the installation of new equipment, the hospital has conducted 2,406 CBC tests, 68 electrolyte tests, and 1,118 deliveries on the new table. The infusion pump has been used 83 times in the NBCU. These increased the hospital's capacity helps them to treat 150-200 patients daily, ensuring better healthcare access for the community.

## Sustainability:





The project ensures sustainability by installing diagnostic machines such as the Haematology Analyser and Electrolyte Analyser, which come with a three-year warranty, along with the ECG machine and infusion pump, which have a one-year warranty. Staff training for machine usage further ensures sustained benefits and improved healthcare services.

### 5.2 Alignment with SDG

SDG	Contributing to SDG	SDG target
	<p>✔ The project helps with the safe delivery of women thereby reducing maternal mortality.</p>	<p>TARGET 3-1</p>  <p>REDUCE MATERNAL MORTALITY</p>
	<p>✔ The project helps with the infusion pump for newborns which helps in prevention of deaths under 5 years of age.</p>	<p>TARGET 3-2</p>  <p>END ALL PREVENTABLE DEATHS UNDER 5 YEARS OF AGE</p>
	<p>✔ The project helps with the treatments and diagnosis of illness thereby reducing mortality.</p>	<p>TARGET 3-4</p>  <p>REDUCE MORTALITY FROM NON-COMMUNICABLE DISEASES AND PROMOTE MENTAL HEALTH</p>
	<p>✔ Providing access to quality healthcare services.</p>	<p>TARGET 3-8</p>  <p>ACHIEVE UNIVERSAL HEALTH COVERAGE</p>

### 5.3 Alignment with ESG

To align with the globally accepted Environmental, Social, and Governance (ESG) principles, Orient Electric Limited has embarked on a journey towards sustainability. This strategic shift is not only enhancing the Company's competitiveness but also shaping its approach to goods, technology, processes, and business models. By integrating an ESG perspective into its operations, Orient Electric is focusing on building new competencies and capacities for long-term sustainability.

Goal	Target	Activity of the Program
 Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe	The project has focused on providing sustainable diagnostic machines and infrastructure improvement that enhanced the well-being of patients in the hospital.
 Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders	The project has respected the interests of First Referral Unit-1 Hospital and the patients.
 Principle 5	Businesses should respect and promote human rights	The project has provided treatments right to all the people by accessibility of medical treatment and diagnosis.
 Principle 8	Businesses should promote inclusive growth and equitable development	The project has promoted equitable treatments for patients from marginalised backgrounds at government hospitals.

## 5.4 Ethical Considerations

**Informed Consent:** Care was taken to ensure that every participant understood the purpose, risks, and potential benefits of their involvement in the study in line with the Digital Personal Data Protection Act 2023. Participants were empowered to make their own decisions, with the knowledge that they could withdraw at any time without consequence.

**Confidentiality:** Respect for the privacy of participants was paramount. Measures were implemented to protect their personal information from unauthorised access or disclosure, prioritizing their trust and confidentiality throughout the research process.

**Equity and Inclusivity:** Efforts were made to give every community member a voice, regardless of their background. Diverse perspectives were actively sought out, and measures were taken to ensure that marginalized groups, such as women, farmers or minority communities, were heard and represented in the study.

**Transparency:** Open and clear communication was maintained with stakeholders. Transparency about study objectives, methodologies, and potential biases fostered accountability and ensured that everyone involved understood the process.

**Data Integrity:** The integrity of the data was rigorously maintained to uphold the credibility of the research. Stringent data collection and analysis procedures were implemented, with documentation of sources and methodologies to ensure the reliability and validity of the findings.



## 6. Recommendations

- The Haematology Analyser and Electrolyte Analyser provided for the hospital faced downtime due to a reagent shortage. Reagents cost approximately Rs 20,000 per unit for both machines. Each unit can conduct around 2,500 tests for the Haematology Analyser and 70 tests for the Electrolyte Analyser. An initial analysis from April '23 to July '23 showed an average reagent cost of Rs. 8 per test. The hospital may consider charging a nominal amount per test to make usage of the machines self-sufficient and sustainable.
  - The hospital currently lacks a quality control testing kit for the diagnostic machines. It is recommended that the hospital procures a quality control kit to ensure accurate diagnoses for patients and improve the overall quality of healthcare services.
-