

# COVID19 Secret Heroes

**HLFPPT Saluting the Efforts of Healthcare Professionals**

Under the DIB Project of HLPPT, COVID19 warriors are putting their lives on the line to keep this country moving during this crisis. That includes nurses and first responders along with many heroes who did not expect to find themselves on the front lines.

**DOCTORS -**

**Featuring Stories of**

**- NURSES**

**HOUSE KEEPING -**

**- TECHNICAL STAFFS**





## HLFPPT Saluting the Efforts of Healthcare Professionals fighting at forefront during this lockdown.

### Indu Hospital, Alwar

Indu Hospital is a maternal child healthcare facility dedicatedly serving patients in rural settings (Neemrana), 65 Km away from Alwar district. Dr. Indu Yadav and Dr. Ashok Yadav (Owner of Hospital) offering their services 24x7.

Indu hospital is catering highest delivery load in the area (March delivery load was 75). In this scenario they are continuously running their services but more vigilantly following all instructions and Govt. Advisories issued time to time.

### Pawan Hospital, Jaipur

The housekeeping staffs are the secret heroes working behind the scenes. Doctors and nurses cannot perform their duties unless they're working in a safe & clean environment. From cleaning and sanitizing the waiting rooms to easing a patient's mind with a friendly conversation while cleaning their room. Housekeeping system can make or break a hospital's reputation. A hospital's housekeeping staff works for *improving health and enriching lives of others* every single day of their lives.

We traced these warriors in our **Utkrisht SHCOs** to understand their efforts & support in managing these emergencies. The entire hospital, from entrance to staircase to patient rooms to toilets, must be clean and free of any contaminants that might put the patients in danger.

### Kalpavriksh Hospital, Jhunjhunu

In this Global Pandemic where most of the healthcare facilities are shutting down due to Covid-19, Kalpavriksha Hospital and Research Centre located in Jhunjhunu (Pilani) is dedicatedly providing maternity services to improvise maternal health. The staff is working tirelessly to conduct deliveries and efficiently manage complicated cases during the pandemic situation.

## About this Edition

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Doctors and Nurses are considered as frontline warriors to combat the COVID-19 challenge. However, there is another important category of the staff that forms the backbone of the healthcare system.

These are the housekeeping staff who are responsible for maintaining hygiene & sanitary conditions in the hospital premises, thereby reducing chances of nosocomial infections. Their importance was realized in the recent **COVID-19** situation where they worked tirelessly to control spread of this communicable disease from affected patients to others.

Their efforts are incredibly integral to the frontline response, but have been more-or-less overlooked. In this Edition, We are highlighting these Warriors.



## Stories from the Field

As per the telephonic discussion with **Dr. Indu Aggarwal**- "Being a gynecologist I cannot refuse services to patients". She is following set guidelines from Govt. of India while examining the patients and also providing Anti Natal Consultation (ANC) telephonically. HLPPT team is also lending their support in guiding us in redesigning the protocols & implementing them with in a limited time span"

Some initiatives taken by the hospital are:-

- ✓ Restricted Entry with screening – Guards are posted at the gates to restrict the entry of multiple attendants. Only one attendant is allowed with the dependent patient after proper screening.
- ✓ Sanitizers and masks are available for patients and attendants.
- ✓ Waiting area- Patients are repeatedly instructed to maintain 1metre in waiting area.
- ✓ Wards are closed: Delivery patients are admitted in rooms on same charges as general ward. Rooms are properly fumigated after discharge of patient.
- ✓ BP instruments and stethoscopes are cleaned with 1% sodium hypochlorite solution after every use.
- ✓ Staff has been trained regarding donning and doffing of PPE.
- ✓ Housekeeping staff has been trained to clean the floor with 1% sodium hypochlorite solution.

## Indu Hospital

**HLPPT** team conducted telephonic interviews of Hospital staff to understand the challenges faced by them & offer technical support to strengthen their capacities in response to COVID-19

### Story-1

**Sister Sanju Yadav**



**Sister Sanju Yadav** tells about her everyday struggle of commuting to Hospital & back to home. She says that her village is 15 km from Neemrana & due to lockdown public transport is not available. So she applied for a curfew pass to use her own personal vehicle in order to provide her services to the patients.

She tells us about her everyday challenges. She said **"Sometimes it is very difficult to convince patient's attendant about the new policies aimed to control infection spread. As their hospital is in a rural set up there is lack of awareness among masses"**.

Now-a-days, visitor's entry is restricted. So, they are also providing emotional and psychological support to mothers and taking routine care of their new born to maintain hygiene.

***I am a mother of two children and doing my 12 hours of shift regularly. It hampers my time scheduled for my children, but I am more satisfied by helping several patients at Hospital.***

But despite all odds, in these circumstances they are keeping themselves motivated to serve Mothers who are bringing lives into the world.



## Image Tales

**Sanitisation at Entry**

## COVID 19 Secret Heroes

**Social Distancing**

All Safety Gears on before doing any procedure at Hospital

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# COVID-19

Stay Home, Stay Safe  
Spread Facts, Not Virus



## Front Line Workers

Housekeeping Staff plays a vital role in the hospital and has a huge impact on patient care

These largely unsung workers are acting as the first line of defense against the global COVID-19 pandemic.

Amid all that is the constant fear of being exposed to various kinds of infections, they are taking care of the soiled linen, autoclaving instruments & handling infectious bio medical wastes. As Corona Virus spreads all over the nation, hospitals are to be prepared to handle the expected surge of sick patients.



The housekeeping staffs are the secret heroes working behind the scene. Doctor and nurses can't do their job unless they're working in a safe and clean environment.

From cleaning and sanitizing the waiting rooms to easing a patient's mind with a friendly conversation while cleaning their room, housekeeping is what can make a hospital's reputation.

A Hospital's housekeeping staff lives out that mission of improving health & enriching life every single day.

## Unsung Story of COVID19 Warrior

Mr.Sagar is a housekeeping employee at Pawan Hospital, Jaipur. He is working more than 15-16 hrs. a day during this pandemic. Due to long working hours, the hospital has provided him with accommodation within the facility itself. He hasn't been home since the past 10 days, but still believes that the patients are going through a much harder phase than they are. Patients are infected and scared.

*He said "As a person, I don't want anyone going through a tough time like this".*

He added that his co-worker left soon after they came to know that the nearby areas are declared as hot spot regions for Corona Virus and any infected patient may visit the hospital.

He also mentioned that the trainings given by HLPPT team on infection prevention measures increased their confidence & they are following all the protocols learnt during these trainings.



Story-2



## Story-3



***“Mere Kaam karne se kisi ki jindagi save hoti hai, to mai sara din mehnat karne ko taiyar hun”. – Matia Bai***

Motia bai ji from Jain Hospital, Jaipur who was earlier working in the general ward, has recently been assigned the labor room duties.

*“It is scary to be in there, because I know I am at risk of being exposed to COVID-19 & other infections. But my facility is a MANYATA certified facility and I have attended the trainings held by HLFPT team. This gave me the confidence to take up the duties in the labor room”*

*“It is exhausting to constantly sanitize the surroundings used by the suspected cases; for example, cleaning the bathrooms after each use. But I feel motivated when I realize that my initiatives are integral in running the hospital and keeping everyone safe” she added.*

Their constant close contact with suspected (and possibly later-to-be-confirmed) cases requires them to wear full personal protective equipment (PPE) at all times. This is sometimes really exhausting for them.

## **Thank you for saving my Child**

This is story of a 30 year old pregnant lady who was expecting her first child with 33 weeks of pregnancy. She was taking medical consultation from a known doctor who was few minutes away from her house. The doctor had advised her to visit at fortnightly from 8<sup>th</sup> month onwards.

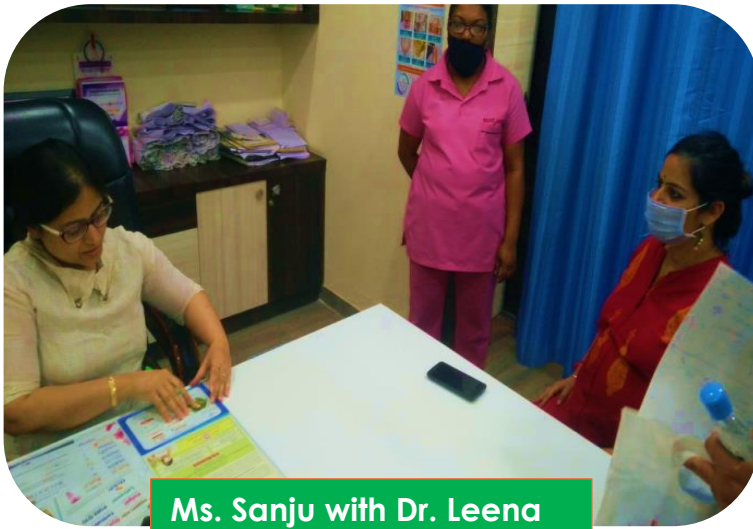
As advised, she made a call to seek consultation but to her surprise, Doctor refused to give appointment & asked to visit after few days. Sanju called her again after a few days ; yet again the doctor refused the appointment without an appropriate reason.

**Sanju was in a lot of stress & was unable to understand the situation.** She tried to reach other private hospitals too but everyone denied registration. After that, one of her relatives told her about **Dr Leena Jain** and asked to contact her immediately for consultation. After hearing her condition, Doctor asked her to visit hospital for consultation. This was a sign of relief for her.

During her visit to the hospital, she was quite impressed with the clean ambience. The hospital was well managed and all precautions were followed. In the OPD area, there were separate entry & exit ways. All the patients were sitting at distance from each other. All the patients & staff were wearing masks and were given sanitizers before entering the hospital. The doctor was so polite and humble; this gave Sanju a feeling of calmness and security.

Dr. Leena Jain examined her and registered her in her booked cases. She was then asked to visit after 7 days for few tests. According to Sanju, Dr. Leena Jain had come as a blessing in disguise for her. **Sanju says “I am thankful to Rajat Maternity and General Hospital specially Dr. Leena Jain for their warm response” Thank You for saving my Child's life.**





Ms. Sanju with Dr. Leena

## Nursing Staff in COVID19



**Nurses** play a very important role both locally and globally. They are on the front lines taking care of patients' day in and day out. All Indian healthcare workers are contributing and fighting against COVID-19 with dedication.

In this pandemic, where most of the healthcare facilities are shut due to Covid-19 Pandemic, **Kalpavriksha Hospital and Research Centre located in Jhunjhunu** (Pilani) is dedicatedly providing maternity services. The staff from this hospital is working tirelessly to conduct deliveries and manage impediments. Jhunjhunu also reported a spurt in COVID-19 cases. While the patients were scared to visit government facilities. Hence, there is an increased patient load during Covid-19 than earlier.

Though the average delivery load was 10-14 for previous months, it has suddenly raised to 20 in the month of March which mostly comprises of un-booked cases, and more of emergencies cases.

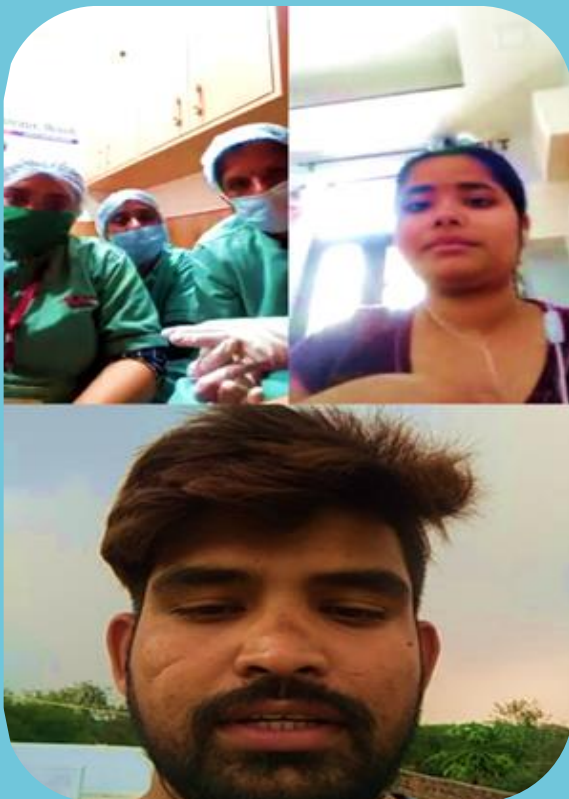
The nursing staffs in this hospital are playing a crucial role to provide maternity services despite the pandemic panic across the country. The staff of this hospital is trained on **Manyata standards** in which dealing with emergencies is an essential part. These staff members are being continuously trained and mentored on infection prevention practices that are to be followed while attending the patients. The staff mentions, that these continuous **onsite and online trainings** have motivated them to continue and contribute to a maternal cause with due precautions despite being a risk to their own lives.



**During this pandemic**, the staff came across a patient who was three-months pregnant. The patient arrived in an emergency and was admitted with fatigue and hypotension which later was diagnosed as ectopic pregnancy. Without panic, the staff provided basic essential care to the patient and stabilized her, before shifting her to the OT. The patient was cannalized with wide bore cannulas (18G) and provided with rapid infusion of crystalloid solutions by one of the staff members.



**As nurses are on the frontline of getting us through this pandemic, we need to shore up their resilience with our gratitude.**



# Akhila Hospital

A TEAM DEDICATED TO YOUR GOOD HEALTH

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HR. No. \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

Age/Sex \_\_\_\_\_

Consultant \_\_\_\_\_

Add \_\_\_\_\_

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- धायाशास्त्र चिकित्सा
- मायानाडी सुविधा
- ऑपरेशन कक्ष सुविधाएँ
- स्त्री एवं प्रसूतीरोध सुविधा
- 24 घण्टे इमिजीनेन्स सुविधा

**OPD समय:-**

9:00 am to 2:00 pm

**परामर्श शुल्क**

150/- रुपये

9:00 am to 8:00 pm

**परामर्श शुल्क (स्त्री)**

200/- रुपये

8:00 pm to 9:00 am

परामर्श शुल्क 7 दिने के भित्तु लागू

R<sub>x</sub>

"Housekeeping Staff are at the very front of the frontlines & they are frequently in contact with surfaces contaminated by suspected and confirmed Covid-19 patients in order to ensure they are properly disinfected, for the protection of other patients and health care staff, I and our hospital would like to thank my whole housekeeping staff for providing the patients and the staff clean environment, they really are the motivators and heroes during this crucial phase."

**डॉ. असीम गुप्ता**

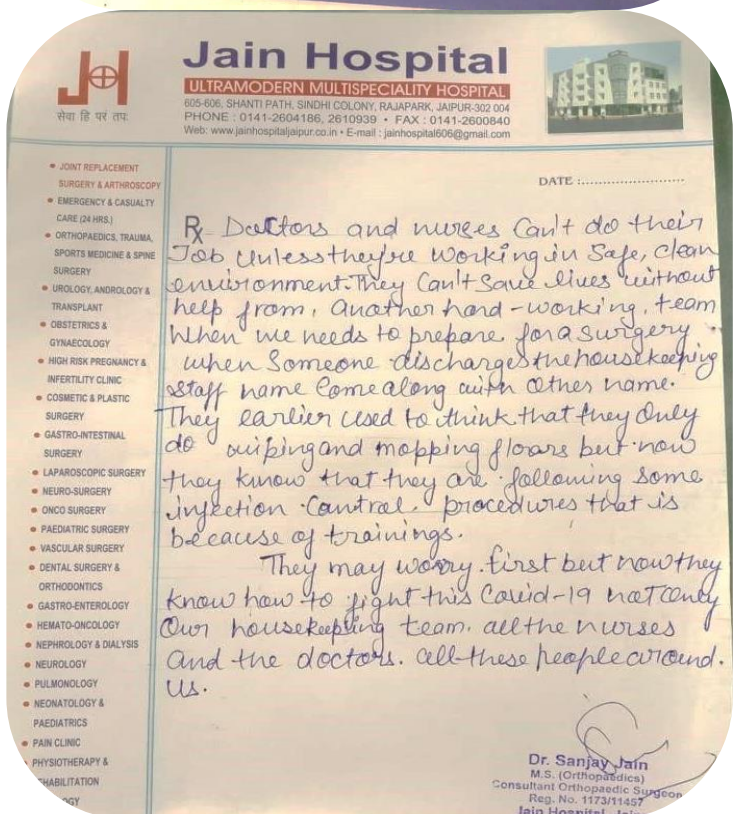
MBBS (Reg. No. 20858)

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## Dr. Aseem Gupta

मो. न्यूना पुराने नरीगा दोषधर 2:00 बजे पकले दिवाले

Not Valid For Medico Legal Case





## What motivated us to bring this to you?

Under the **UTKRISHT** Project, HLPPT has supported more than **120 hospitals** to achieve Manyata certification which is structured to standardize best clinical practices to be upheld by qualified & well-trained medical staff providing a better, courteous and safer experience for mothers during childbirth. These standards are based on **antenatal, delivery, and postpartum** care for pregnant women.

These hospitals are small healthcare set ups with limited resources for operations despite which they are providing un-interrupted preventive & curative services to community for Non-essential COVID services. They are functioning as per Government directives, thereby, reducing patient load on Government facilities. Also, many of these SHCOs have also extended their support to government for establishing isolation wards in their hospitals.

## Background of this edition

HLPPT has taken up the initiative to bring forth Field stories which will be collated and put together under this newsletter "**COVID19 Secret Heroes**". Through this we will attempt to recognize the tremendous work being done by the healthcare sector. This has been a testing time for our healthcare system and the healthcare workers have gone above and beyond all possibilities to redefine the word "**service care**" and set examples for the world.

In our first volume of the news letter series we have put together few stories of private healthcare facilities who are engaged with **HLPPT** under the project "**UTKRISHT**". The Project envisages to reduce maternal and infant mortality in the state of Rajasthan by providing technical support to private sector health-care facilities to achieve accreditation level ready standards as defined by the **National Accreditation Board for Hospitals and Healthcare Providers (NABH)** and Manyata (a set of quality standards set by the Federation of Obstetric and Gynecological Societies of India/FOGSI).

## We are in this together

Achieving these certifications indicates better quality of care, which in turn is expected to reduce maternal and neonatal mortality and morbidity. This project is being supported by **Merck for Mothers** and **USAID** as outcome funders, **UBSF** as investor, **Palladium** as partnership manager where **HLPPT** is one of the implementing partners.



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