



Impact

Assessment Report
COVID Relief Support
Bharatiya Arogya Nidhi

Project ID: KMBL202122034

Prepared for



Prepared by



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Ethical Consideration

Informed consent:

The interviews were done after the respondents gave their consent. Even after the interviews were completed, their permission was sought to proceed with their responses.

Confidentiality:

The information provided by participants has been kept private. At no point were their data or identities disclosed. The research findings have been quoted in a way that does not expose the respondents' identities.

Comfort:

The interviews were performed following the respondents' preferences. In addition, the interview time was chosen in consultation with them. At each level, respondents' convenience and comfort were considered.

Right to reject or withdraw:

Respondents were guaranteed safety and allowed to refuse to answer questions or withdraw during the study.

Executive Summary

The unprecedented rise in COVID-19 cases led to an overwhelming demand for essential medical equipment like ventilators and ECG monitors. Hospitals, particularly in densely populated urban areas, faced challenges in meeting the needs of critical cases requiring respiratory support. The surge in demand for essential care services during the COVID-19 pandemic emphasized the need to strengthen India's healthcare infrastructure.

Kotak Mahindra Bank Limited supported Bharatiya Arogya Nidhi, a multi-specialty hospital in Mumbai with over 30 specialized departments and 81 beds, including 20 for intensive care, in acquiring advanced medical equipment such as ventilators, ECG monitors, and defibrillators. Integration of advanced equipment and centralised monitoring systems has significantly improved healthcare services. This initiative has significantly enhanced the hospital's healthcare services, increasing the number of patients treated annually from 3,500 to over 4,000, and ICU patients from 1,000 to over 1,500. The new equipment has also improved patient outcomes, particularly benefiting those facing financial hardships, as 40% of registered patients receive treatment at a reduced rate or free of charge. The project aligns with Sustainable Development Goal 3, i.e.. Good Health and Well-being.

Introduction

The rapid and massive increase in COVID-19 infections placed immense strain on healthcare facilities throughout India, especially in densely populated urban regions. Critical care for severe cases encountered a notable challenge due to shortages of hospital beds equipped with ventilators in intensive care units (ICUs). The inadequacy of ventilator availability in certain healthcare facilities further complicated efforts to deliver timely and sufficient respiratory support.

About the Intervention

Kotak Mahindra Bank Limited's Corporate Social Responsibility initiatives provided Bharatiya Arogya Nidhi with ventilators (3), ECG monitors (24), ECG machines (2), 2D Eco with color doppler and defibrillator (1), significantly enhancing the hospital's medical infrastructure and resilience. This support aimed to improve the healthcare infrastructure, enabling the hospital to deliver high-quality medical services to patients in critical care.

The COVID-19 pandemic intensified the need for ICU services, demonstrating Bharatiya Arogya Nidhi Hospital's ability to adapt to varying patient numbers and medical conditions. By embracing state-of-the-art technology and replacing outdated equipment, the hospital significantly increased its capacity to treat patients, particularly those requiring ICU services. Centralising all monitors, a step supported by Kotak Mahindra Bank Limited's CSR initiatives, addressed prior inefficiencies in the monitoring systems. This technological upgrade enabled real-time monitoring, which has notably enhanced service efficiency, patient care, and response times.

Project Location

The support was extended to Bharatiya Arogya Nidhi hospital located in Mumbai.

Beneficiary Outreach

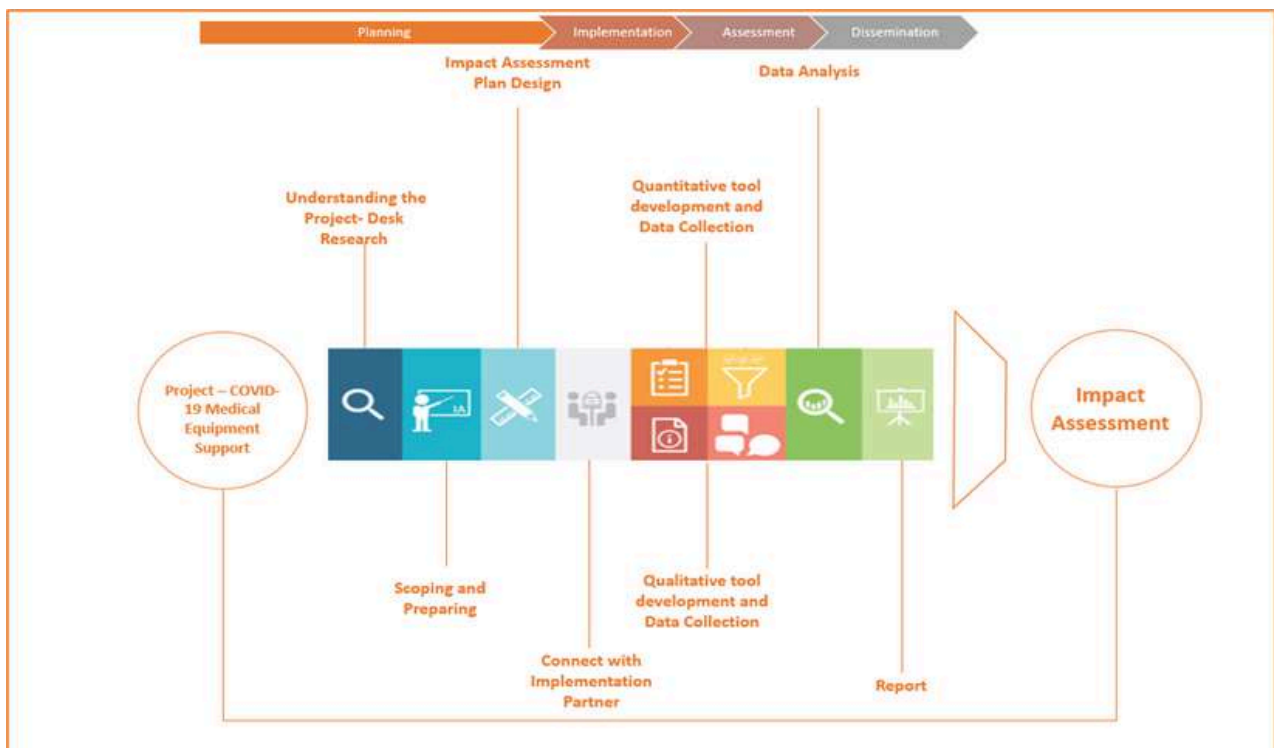
The project intends to support patients with critical respiratory diseases and cardiac conditions of all gender and age groups.

Objectives

- To strengthen healthcare infrastructure by upgrading medical facilities, acquiring advanced equipment, and ensuring a sufficient supply of essential resources.
- To ensure delivery of high quality of services to critical care patients.

Study Design and Methodology

The impact assessment study employed combined data collection methods through participatory assessment tools to obtain all information required to analyse impact comprehensively. SGS's approach to the study was guided by providing insights to enable Kotak Mahindra Bank Limited to gauge the project's overall impact and understand stakeholder sentiments and strategies for future implementation.



Impact Assessment Approach

SGS deployed a two-pronged approach for the impact assessment of the project. The study used quantitative and qualitative methods and an in-depth desk review of secondary data. In order to understand the program holistically, structured questionnaires were prepared for stakeholders. A combination of research and consultative approach was adopted to address the scope of work under the assessment study. To understand the efficiency and efficacy of the project, 14 medical staff members from Bharatiya Arogya Nidhi were consulted.

Findings and Analysis

The Impact Assessment study involved interviewing a total of 14 stakeholders associated with Bharatiya Arogya Nidhi, all of whom were members of the medical staff.



Fig 1: Gender Representation

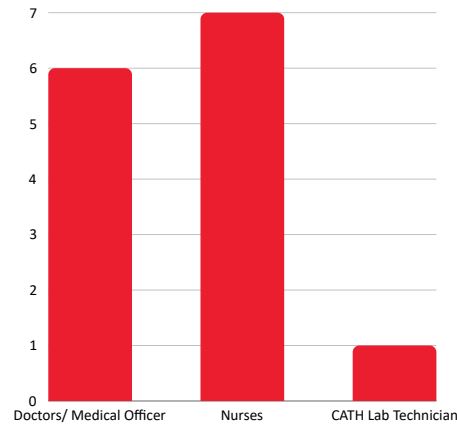


Fig 2: Category (Profession) of Respondents

Every respondent affirmed that the equipment support offered by KMBL has played a vital role in enhancing medical infrastructure and empowering the medical staff to attend to a greater number of patients. Previously, the monitors were distributed across different floors without any connectivity. However, with the assistance provided, all monitors are now centrally linked, establishing a central monitoring facility (monitor room). This development has notably improved the efficiency of service support.

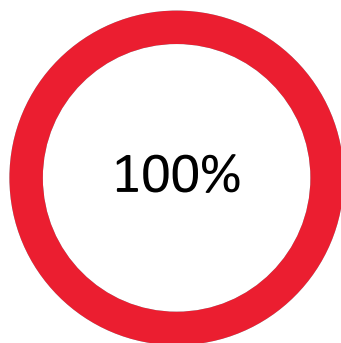


Fig 3: Support strengthened medical infrastructure

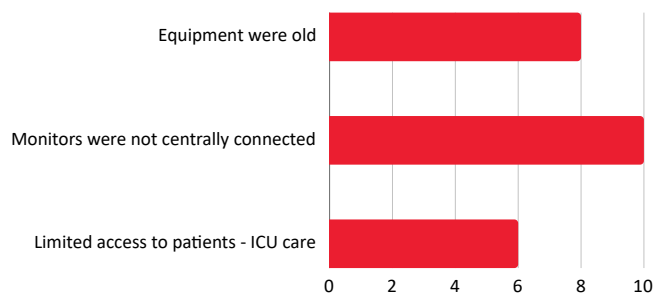


Fig. 4: Challenges faced before intervention

The intervention has guaranteed enhanced accessibility to crucial healthcare services such as the ICU, according to the opinions expressed by the respondents. Additionally, the respondents highlighted that devices like the ECG monitor were outdated and needed replacement.

Equipped staff to treat 15-20% more patients post intervention

According to the respondents, the hospital experiences an average monthly influx of 150 ICU patients. The assistance has aided them in managing the patient footfall at the hospital. Out of these total 150 patients, 40% patients receive subsidized or free of cost treatment. Figure 5 illustrates the need for ventilators among patients. Thirty percent of the overall patients necessitate ventilators for a duration exceeding 14 days, while approximately 60% of patients utilize ventilators for a period ranging from 7 to 14 days.

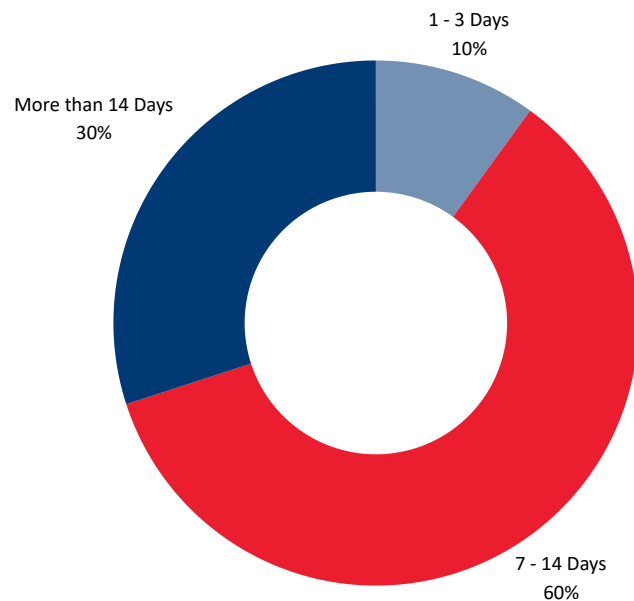


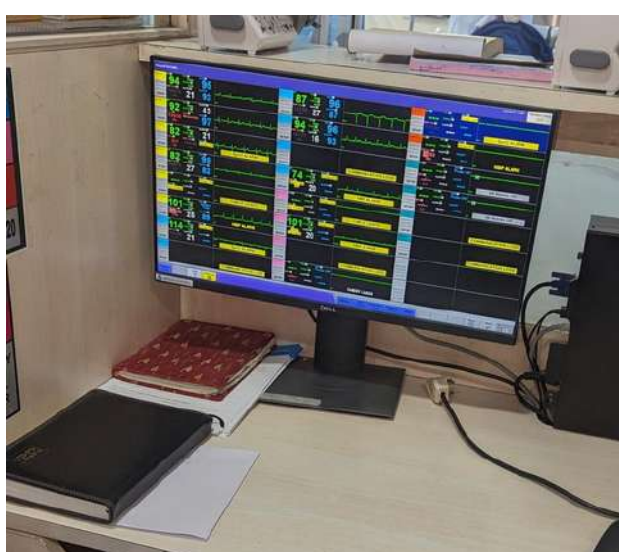
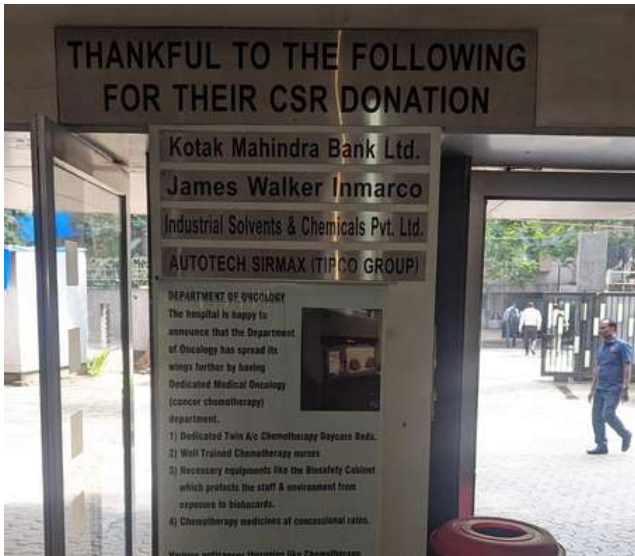
Fig. 5: Number of Days Ventilators are used

The table below highlights the inspection check matrix used during the visit to the hospital. As a part of this impact evaluation, SGS team also conducted the inspection of equipment procured by Bharatiya Arogya Nidhi Hospital.

Table 1: Inspection Check Matrix

Particular	Available During Visit	Functional During Visit	Servicing	Under Warranty
ECG Monitors	Yes	Yes	Yes, Regularly	Yes
ECG Machines	Yes	Yes	Yes, Regularly	Yes
Ventilators	Yes	Yes	Yes, Regularly	Yes
Defibrillator	Yes	Yes	Yes, Regularly	Yes

Photo Gallery



Conclusion

The interventions facilitated by KMBL have effectively addressed immediate challenges, such as the requirement for ventilators and ECG monitors, and positioned the hospital to deliver improved healthcare services. From the upgrade of medical equipment to the establishment of a central monitoring facility and the provision of critical care resources, this support has contributed to the strengthening of healthcare infrastructure. It can be inferred from the feedback gathered from respondents that the intervention signifies tangible improvements in patient care, accessibility, and operational efficiency, directly contributing to SDG 3, i.e. Good Health and Well-being.

Disclaimers

This report sets forth our views based on the completeness and accuracy of the facts stated to SGS and any assumptions that were included. If any of the facts and assumptions is not complete or accurate, it is imperative that we be informed accordingly, as the inaccuracy or incompleteness thereof could have a material effect on our conclusions.

While performing the work, we assumed the genuineness of all signatures and the authenticity of all original documents. We have not independently verified the correctness or authenticity of the same.

We have not performed an audit and do not express an opinion or any other form of assurance. Further, comments in our report are not intended, nor should they be interpreted to be legal advice or opinion.

While information obtained from the public domain or external sources has not been verified for authenticity, accuracy or completeness, we have obtained information, as far as possible, from sources generally considered to be reliable. We assume no responsibility for such information.

Our views are not binding on any person, entity, authority or Court, and hence, no assurance is given that a position contrary to the opinions expressed herein will not be asserted by any person, entity, authority and/or sustained by an appellate authority or a Court of law.

Performance of our work was based on information and explanations given to us by the Client. Neither SGS nor any of its partners, directors or employees undertake responsibility in any way whatsoever to any person in respect of errors in this report, arising from incorrect information provided by the Client.

Our report may make reference to 'Findings and Analysis'; this indicates only that we have (where specified) undertaken certain analytical activities on the underlying data to arrive at the information presented; we do not accept responsibility for the veracity of the underlying data.

In accordance with its policy, SGS advises that neither it nor any of its partner, director or employee undertakes any responsibility arising in any way whatsoever, to any person other than Client in respect of the matters dealt with in this report, including any errors or omissions therein, arising through negligence or otherwise, howsoever caused.

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By reading our report, the reader of the report shall be deemed to have accepted the terms mentioned here in above.



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