
SUPPORT OF MEDICAL EQUIPMENT TO SANKARA EYE FOUNDATION

Prepared For



Karur Vysya Bank

Prepared By



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ISO 27001:2013 Certified

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EXECUTIVE SUMMARY

Karur Vysya Bank donated HFA (Humphrey Field Analyzer) to measure the visual field of glaucoma patients. The hospital visited was in Coimbatore, to which one HFA was donated in the FY 2021-2022 as a part of their CSR Initiative. The previous machine in the Coimbatore branch is about 14 years old and has now gone obsolete. This HFA machine is the only machine used to treat Glaucoma in the hospital.

The data was collected through both qualitative and quantitative techniques. The stakeholders(hospital staff, unit head, and doctor) were met individually, and in-depth interviews were conducted to assess the impact of the project on the hospital and their satisfaction with the project. Data collectors were appointed to collect data from the patients via the SoulAce app.

Some of the key findings from the impact study are the following. 44% of the respondents suffer from cataracts. 44% of the patients have been suffering for 1 to 6 months from eye diseases. 68% of the patients spend money only on eye operations. 52% of the respondents are first-timers at Shankara Eye Hospital. 64% of them know about this hospital through early visits. 87% of them feel that other hospitals are charging a high cost for treatment. 52% say that document processing takes time. 40% of the respondents spend Rs.1000 to 5000 for treatment, and 84% are highly satisfied with the hospital services.

Karur Vysya Bank donated HFA equipment to Shankara Eye Hospital in FY 2021-2022. This eye equipment has served as a lifesaver for numerous glaucoma-affected patients by providing precise results and aiding in minimal intervention treatment and operations. The positive side of the machines is that it is easy to use by the optometrist and gives accurate results to doctors. The machine is power efficient it consumes only about one-third of the power when compared to the old machine. Regular maintenance is also easy to carry out.

CHAPTER 1: INTRODUCTION

Karur Vysya Bank donated HFA (Humphrey Field Analyzer) to measure the visual field of glaucoma patients. The hospital visited was in Coimbatore, to which one HFA was donated in the FY 2021-2022 as a part of their CSR Initiative. The previous machine in the Coimbatore branch is about 14 years old and has now gone obsolete. This HFA machine is the only machine used to treat glaucoma in the hospital. It has gained positive feedback from doctors, technicians, optometrists, and patients. It gives quick and accurate results. Some of the standard features of the HFA machine are listed below.

- Reduce visual field-testing time with SITA™ Faster.
- Central testing to view into the macula with SITA Faster 24-2C
- Mixed Guided Progression Analysis™ (GPA™): intermixing of SITA Standard, SITA Fast, and SITA Faster.
- Simplify setup time with a single trial lens. Using liquid pressure, the new Liquid Trial Lens™ instantly delivers each patient's refractive correction with the touch of a button.
- Reduce testing time by up to 50% with SITA Faster 24-2 threshold testing.
- The NEW SITA Faster 24-2C test adds ten additional points for the central visual field.
- The points selected cover the areas known to be susceptible to glaucomatous defects.

The principal objective of the project:



To provide good medical services to needy people for free or at a low cost.



To give a satisfactory glaucoma treatment using the new HFA equipment.



To provide awareness about glaucoma to the poor people.



HFA Machine

CHAPTER 2: RESEARCH METHODOLOGY

Research can be defined as a logical and systematic search for new and useful information on a particular subject matter. Social Science research refers to the systematic activity of gaining new understanding by following scientific principles and methods to minimize bias and subjectivity. It is opposed to writing something based on assumptions or speculations. Though information on certain facts can also be gained through common sense and based on general observations and hearsay, these facts will not be considered valid until they have been obtained in a methodical manner, which can stand the test of time. The defining characteristics of scientific research are objectivity, ethical neutrality, reliability, testability, and transparency. Identification of the research problem provides the starting point of research, which is then defined and redefined through a proper review of the literature on the problem or deliberations with researchers and other subject experts. Each research problem has a multitude of perspectives and dimensions; research cannot cover all of those in a single study. Thus, we need to delimit the research problem into a measurable problem, formulate objectives, make decisions on the research design, sample design, type of research instruments for collecting the data, and how these data can be edited, coded, classified, tabulated, and interpreted so that findings and conclusions can be reached. Every research needs to have a proper methodology to foresee the problems that could arise during research and steer through the research process in a proper direction without losing focus.



Use of Mixed Methodology for Maximum Insights

The research problem consisted of understanding the extent of impact created by Karur Vysya Bank-supported initiatives in increasing awareness and sensitivity of the people towards a better quality of life. To gain maximal insights, both quantitative and qualitative techniques are used.

Application of Quantitative Techniques

A quantitative study will be required if the focus is on presenting the study problem in terms of numbers, frequencies, percentages, etc. A quantitative study always uses structured tools like questionnaires and interview schedules, in which questions are planned well in advance by the researcher before entering the field. Though the information that is obtained is easily amenable to various statistical measures and tests, quantitative information has its own limitations. It can uncover only the surface phenomena. It is unable to penetrate beneath the surface and identify what is hidden deep beneath. In this study, to assess the impact of the initiative, structured tools like the interview was used.

Application of Qualitative Techniques

Only qualitative research can unravel the rich and hidden information that may not be evident from the data. The qualitative approach is distinguished by deeper probing and flexibility, and it can yield massive amounts of data that were not anticipated when the research was initiated. Quantitative techniques are preferred for better accuracy, ensure anonymity and cover a larger sample population. .. Qualitative techniques of interviews with key stakeholders and interviews with community people were adopted for a better understanding of the problem alongside quantitative research.

Ensuring Triangulation

Triangulation is needed to increase the credibility and validity of the research findings. It is also a measure taken to ensure the trustworthiness of the research process. The findings of the quantitative research have been verified with the insights from qualitative research, and the reports have also been structured to reflect these points.

Research Design

- **Name of the project** : Support of Medical Equipment to Shankara Eye Foundation
- **Project partner** : Karur Vysya Bank
- **Research Design used** : Descriptive Research Design
- **Sampling Technique** : Random Sampling
- **Sample size** : 25 patients + 5 stakeholders
- **Qualitative methods used** : In-depth interview of stakeholders

Study Tools

Tools used during the study

SoulAce has developed a mobile application a platform for data collection that the field team used to undertake the study. This application has real-time data entry and data upload with GPS location details with a questionnaire, for interaction with the project beneficiaries, as well as a provision to take pictures of each respondent.



Primary data was collected using two types of questionnaires.

Questionnaire for Primary Beneficiaries:

Structured questionnaires were developed reviewing the project details for each of the focus areas and indicators were pre-defined before conducting the surveys.

Questionnaire for Secondary Beneficiaries & Stakeholders:

Semi-structured questionnaires were developed for each type of sample of this group. Stakeholders were identified across the focus areas. One on One discussion was done with beneficiaries to prepare the case studies.

Ensuring Commitment to Research Ethics

Anonymity

Anonymity refers to not revealing the identity of the respondents. This research study strictly sticks to not revealing the identity of respondents unless the same is warranted for the illustration of success stories or case studies. After the research was completed, the study did not reveal which individual respondents answered which question in what manner. The results were revealed only as an aggregate, so no one would be able to single out the identity of a particular respondent. This was required to not break the trust of the respondent by revealing the individual identity.

Confidentiality

Research subjects participate in the process only based on the trust maintained by confidentiality. Hence, the research would not reveal any data regarding the respondents for purposes other than the research study.

Non-Maleficence

Research shall not lead to any harm to the research subjects. This study ensures that the respondents are not harmed in any way.

Beneficence

Any research study should lead to some benefits for the respondent. This research study also ensures that individuals, groups, and communities benefit and that their well-being is enhanced.

Justice

Justice refers to being fair to all. This research study ensures equal treatment of all its research subjects and harbors no biases or prejudices towards any group based on social stereotypes or stigma associated with being a member of a certain group or class.

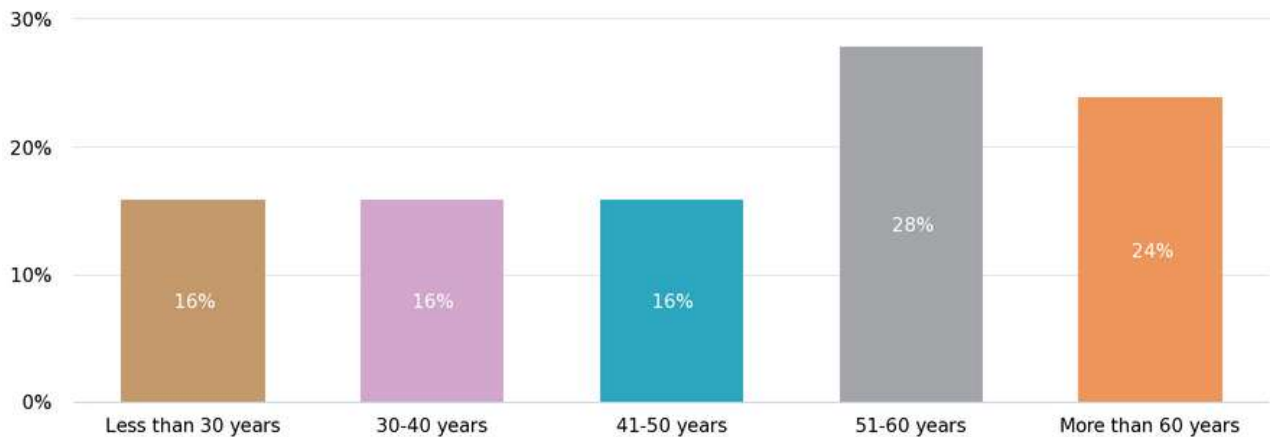


Picture taken on field visit

CHAPTER 3: MAJOR FINDINGS

In this chapter on major findings, there are interpretations about the basic demographics of the patients, optical issues that they suffer from, duration of their suffering from eye disease, type of services received from the hospital, number of times they received services from the hospital, cost comparison between Shankara and other hospitals, documents needed for free/low-cost treatment and overall level of satisfaction with Shankara Hospital.

Percentage distribution of patients by age group



From the survey, we can find that 28% of the respondents are in the age group of 51 to 60 years. 24% of them are more than 60 years old. 16% of the respondents are less than 30 years old. 16% of them are in the age group of 30 to 40 years, and 16% are in the age group of 41 to 50 years.

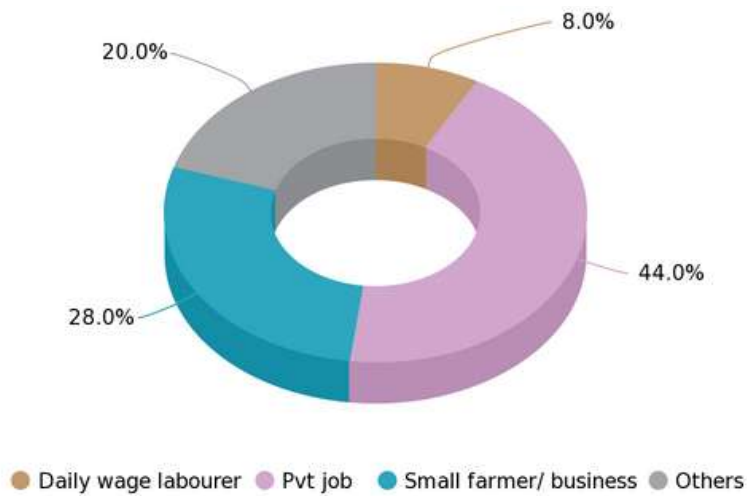


“Most of the patients visiting our hospitals are old age people. They suffer from cataract disease. Our hospital has basic equipment to treat cataracts. It would be better if Karur Vysya bank could donate any eye equipment to treat cataract patients.”

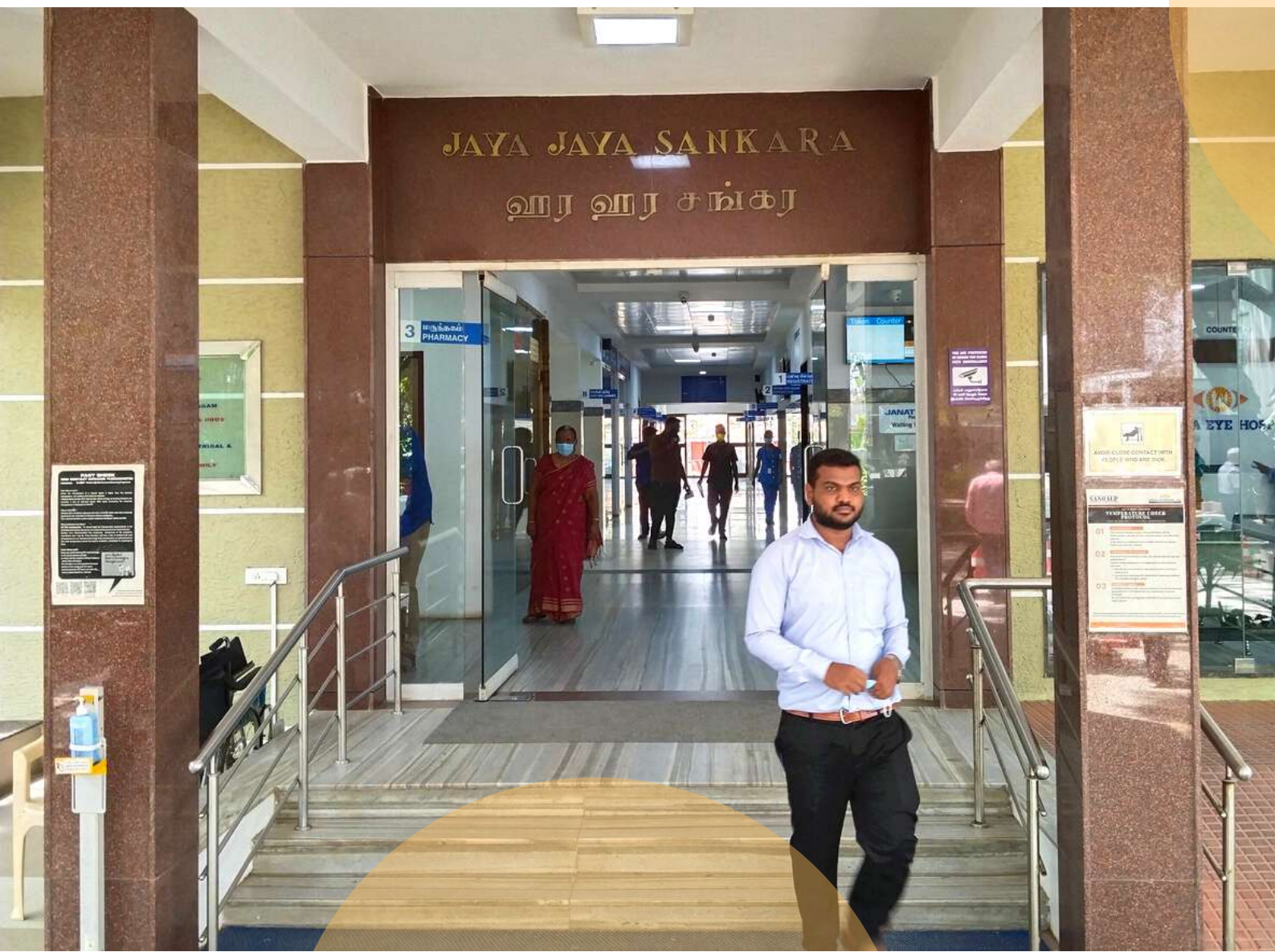
-Dr.Ajitha-Doctor



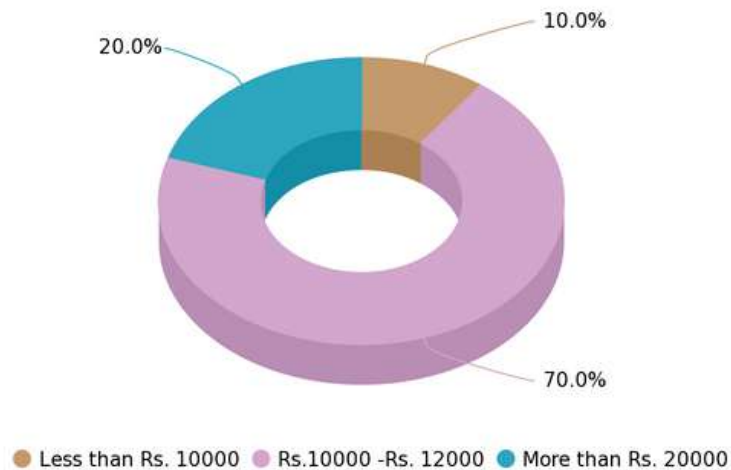
Percentage distribution of patients by their occupation



Regarding their occupations, it was observed that 44% of the respondents have private jobs. 28% are into small businesses/farming. 20% are engaged in other occupations, and 8% are daily wage laborers.



Percentage distribution of employed patients by their monthly income



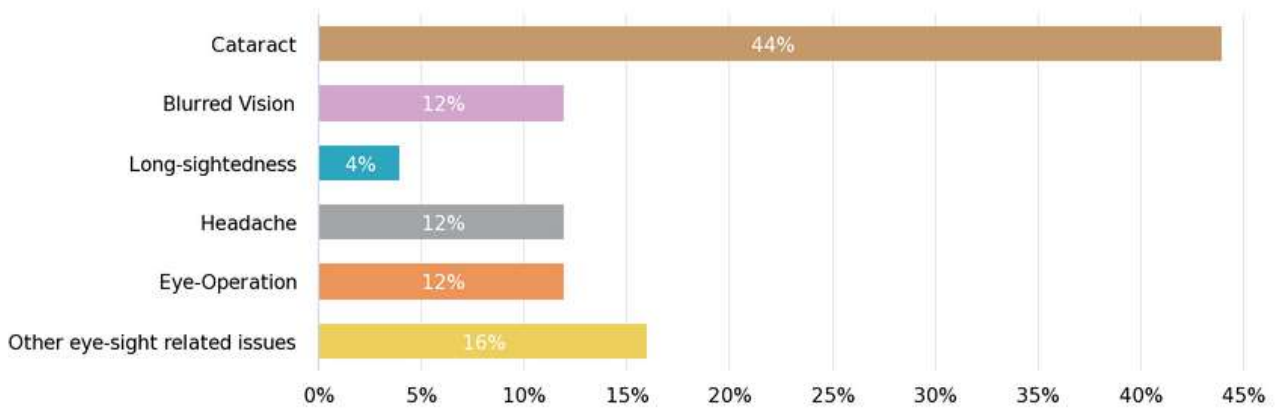
It is evident from the chart that 70% of respondents earn between Rs.10000 to 12000. 20% earn more than Rs. 20000, and 10% earn less than Rs.10000.



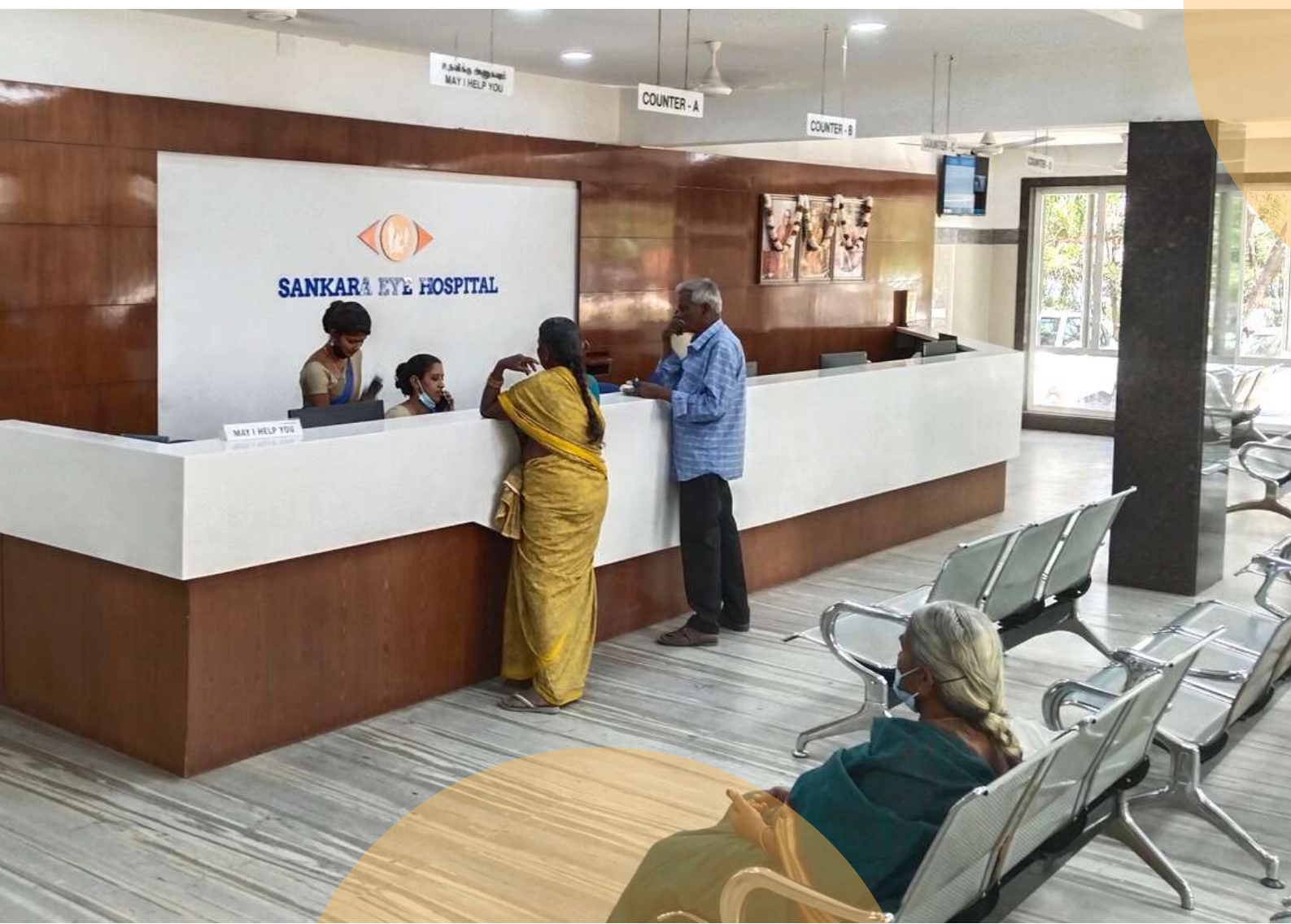
B. Binitha-Unit Head (Testimonials from Stakeholders)

"I would like to express my sincere gratitude to Karur Vysya Bank for donating this cutting-edge HFA equipment to our hospital for the treatment of glaucoma patients. The entire procedure can be finished by this modern machine in 30 minutes as opposed to an hour by our 14-year-old predecessor. Our optometrist is quite comfortable using this system because it has few knobs and ports. An installation team visited our hospital during the initial setup and offered a thorough tour of the new HFA equipment while educating all the essential staff members as well. Every day, 390 to 400 patients visit, and at least 5 to 6 glaucoma patients will use this. We have been caring for patients with glaucoma since the hospital's founding in 1990. In the fiscal year 2022-2023, we provided care for 1279 patients with glaucoma. The system simply needs minor maintenance, and all of the patients provided favorable feedback. Personally, I am quite happy with the computer that was supplied as part of the CSR program.

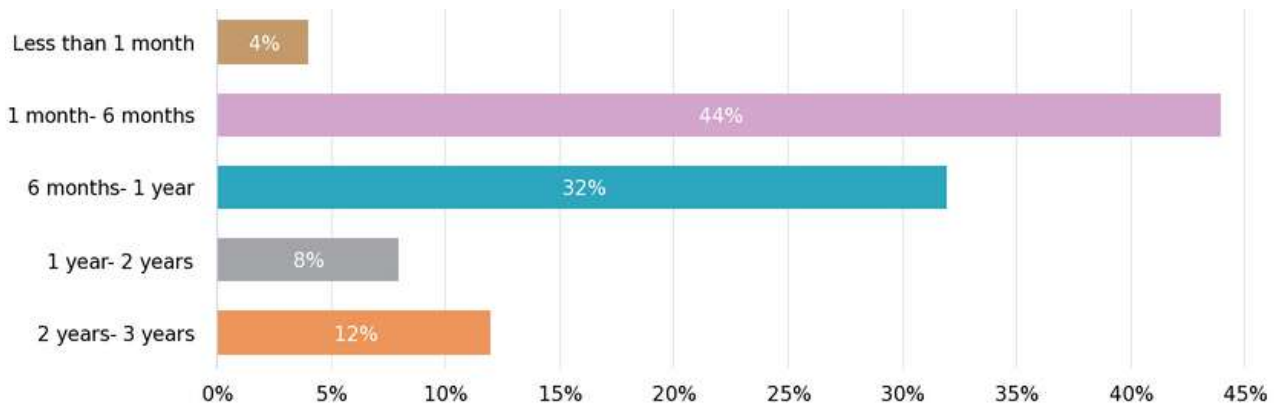
Percentage of patients who reported about the type of optical issues they suffer from



It is found at the end of the survey that 44% of the respondents are suffering from cataracts. 16% are suffering from other eyesight-related issues. 12% are suffering from blurred vision. 12% are suffering from headaches. 12% had done eye operations, and 4% are suffering from long-sightedness.

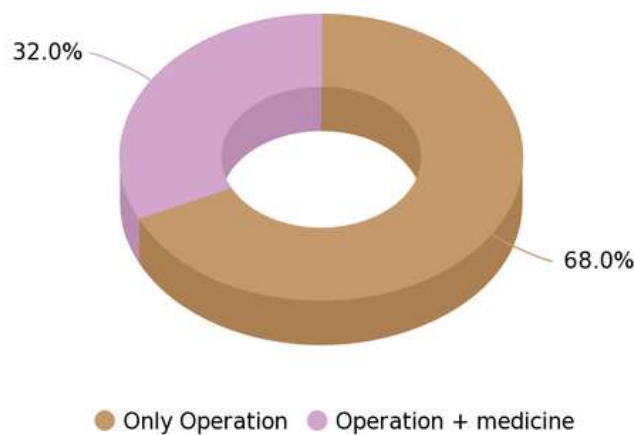


Percentage of patients who reported about the duration of suffering from the eye disease

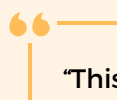


According to the graph, 44% have been suffering from eye disease for 1 to 6 months. 32% have been suffering for 6 months to 1 year. 12% have been suffering for 2 to 3 years. 8% have been suffering for 1 to 2 years, and 4 % have been suffering for less than 1 month.

Percentage of patients who reported the type of services received from the hospital



It can be deciphered from the chart that 68% of the respondents have only undergone an operation, and 32% of the respondents have undergone the operation and have been using medicines as well.



“This Documentation work takes a lot of time, especially for the first timers and the patients who are willing to avail free/low-cost treatment. We are trying to reduce the documentation process by going completely paperless in the next upcoming years”.

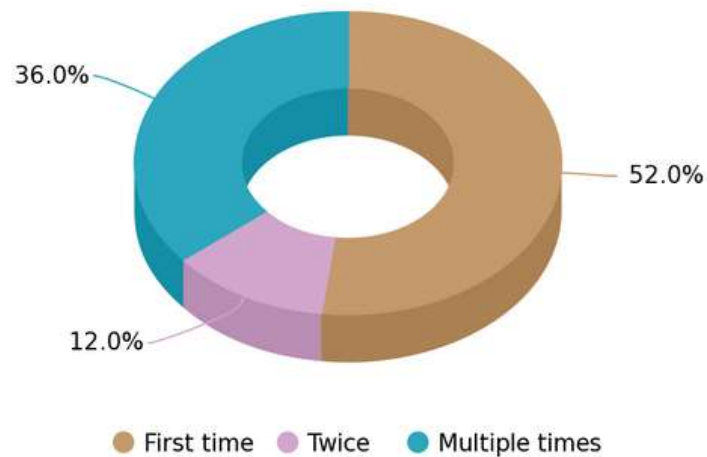
-B.Binitha, Unit Head





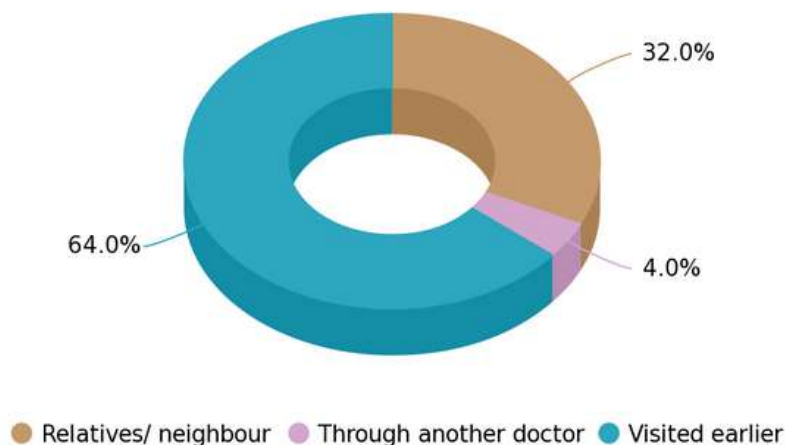
Picture taken on field visit

Percentage of patients reported about the no. of times they received services from Shankara Hospital



It has been found that 52% of the respondents are first-timers at the hospital. 36% of them have visited the hospital multiple times, and 12% have visited the hospital twice.

Percentage of patients who reported about the sources of information about Shankara Hospital

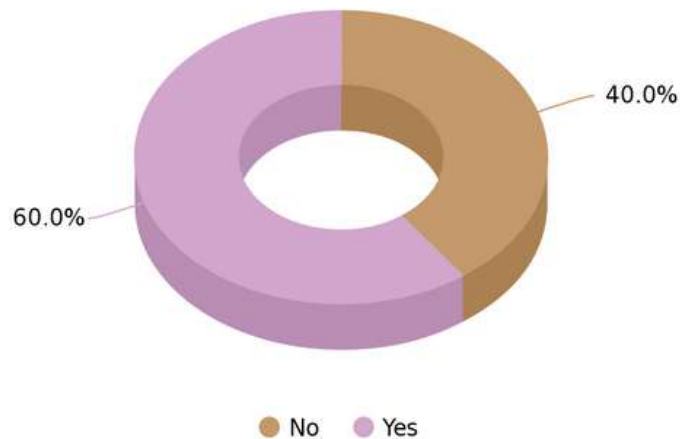


Most of the respondents came to know about Shankara Eye Hospital through earlier visits (64%). 32% of the respondents came to know about the hospital through relatives/neighbors, and 4% came to know about it through doctors..



SRI KAMCHI KAMAKOTI MEDICAL TRUST MATRA J HOSPITAL

Percentage of patients who reported whether they have visited other hospitals for treatment



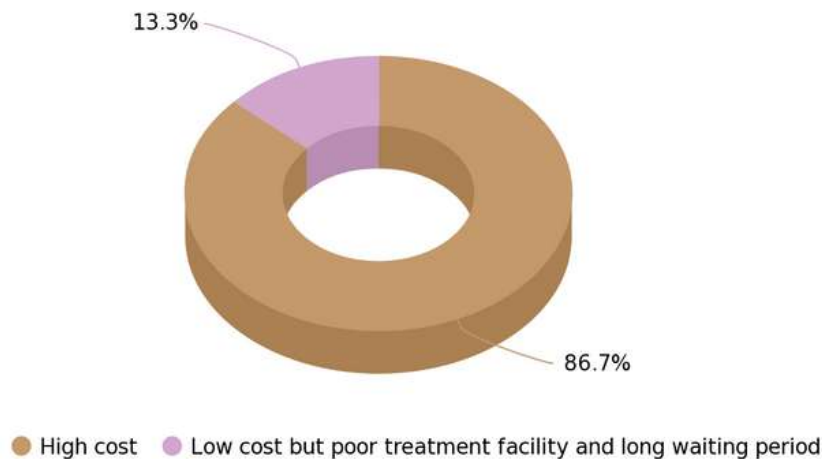
60% of the respondents depend on Sankara Hospital for treatment, and 40% come here for regular check-ups.



Dr. Ajitha, Doctor (Testimonials from Stakeholders)

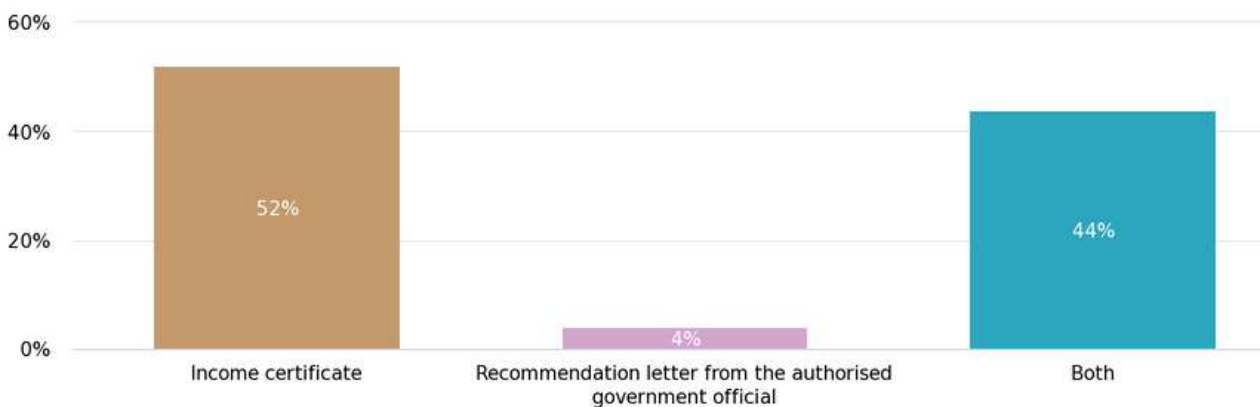
"I haven't used a device this advanced in my service before. The new machine performs twice as quickly as the previous one thanks to its advanced technology. With its advanced settings, this equipment offers patients pain-free treatment. I finally had a chance to use the HFA equipment, and much to my surprise, it was a pleasure to do so. When compared to using a smartphone, the controls were identical. Treatments or operations might be performed with the least amount of assistance because the results from this new gadget are quite accurate. The patients also had a painless procedure and treatment. I have recommended this HFA machine to my friends and colleagues for their hospital. Requesting Karur Vysya Bank to donate one more HFA equipment in the next upcoming year as a part of their CSR initiative."

Percentage of patients who reported the challenges faced during treatment in other hospital



It can be observed from the chart that 87% of the respondents say that the treatment cost is very high in other hospitals. 13% of them say that even when the cost might be less, the treatment was poor, with long waiting hours.

Percentage of patients who reported the documents needed to avail free or low-cost services



Regarding the documents needed for free or low-cost services at the hospital, 52% of the respondents said they were asked for their income certificate. 44% of the respondents said they were asked for both the income certificate and a recommendation letter from an authorized government official, and 4% were asked for a recommendation letter from an authorized government official.



OUT PATIENT BLOCK

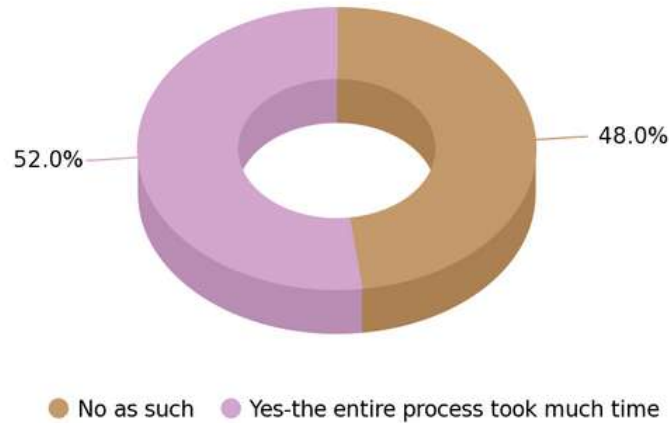
JAYA JAYA SURUKSANA
JAYA SURUKSANA

A man wearing a light blue face mask and an orange polo shirt stands in the foreground, looking towards the entrance.

A man wearing a blue plaid shirt and dark trousers stands in the foreground, looking towards the entrance.

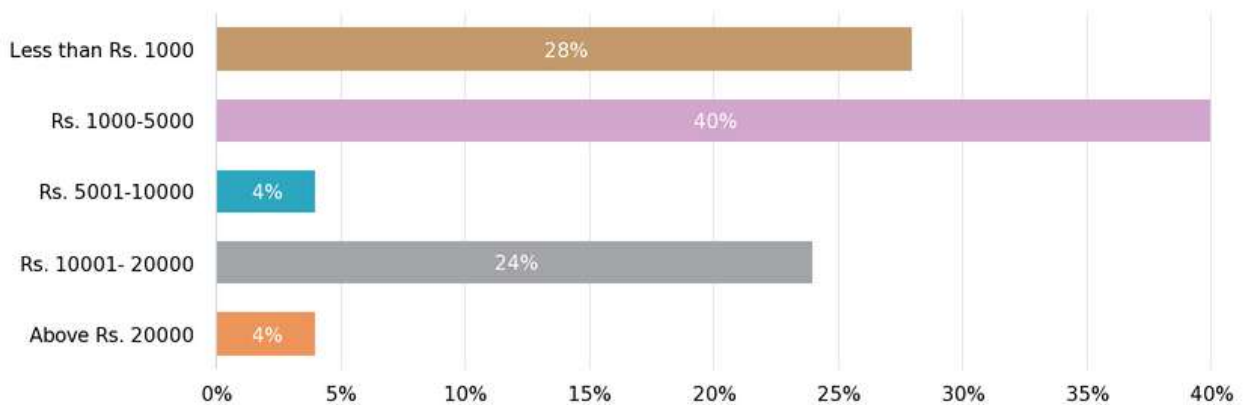
Two other people are seated on a bench to the left, partially obscured by the tree shadow.

Percentage of patients who reported whether they have faced any challenges during the document sharing process in the Shankara Hospital



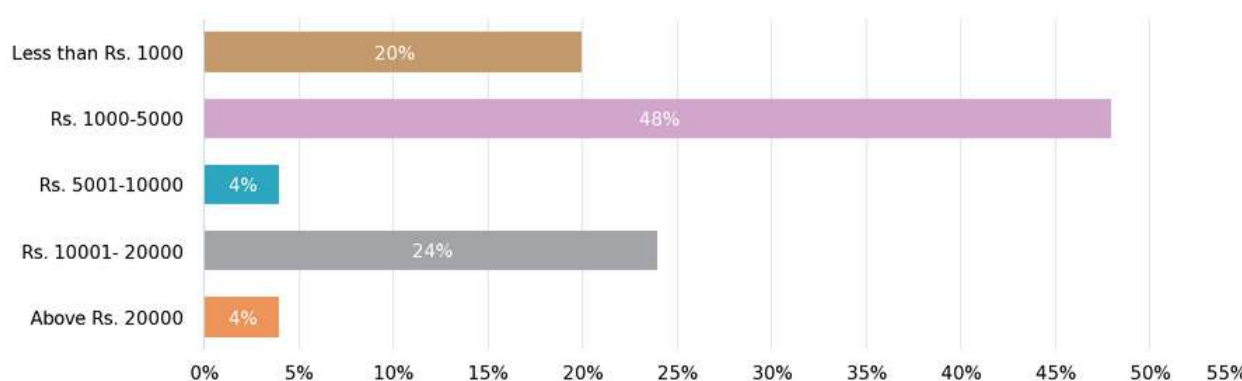
The patients were interviewed on the challenges they faced during document-sharing at the hospital. 52% of the respondents feel that the entire process takes a lot of time, and 42% feel there is no such delay.

Percentage of patients who reported the amount paid for treatment in the Shankara Hospital



The amount spent for the treatment varies from patient to patient based on the severity of their condition and age factors. 40% of the respondents pay between Rs.1000 to 5000 for treatment. 28% of the respondents pay less than Rs.1000. 24% of the respondents pay between Rs.10001 to 20000. 4% pay between Rs.5001 to 10000, and 4% pay above Rs.20000 for their treatment.

Percentage of patients who reported the cost of treatment outside Shankara Hospital



From the earlier graphs, it is evident that the cost of treatment in Shankara eye hospital is low compared to that of other hospitals. At other hospitals, 48% of the respondents pay between Rs.1000 to 5000 for treatment. 24% of the respondents pay between Rs.10001 to 20000. 20% of the respondents pay less than Rs.1000. 4% pay between Rs.5001 to 10000, and 4% pay above Rs.20000.



Sharanya, Optometrist (Testimonials from Stakeholders)

“I'm overjoyed to use the new HFA tools for my work. I had no trouble understanding how to use the equipment, and the next day I was able to diagnose each patient specifically. Although the patients seeking a diagnosis are a little nervous when entering the testing room, they are ultimately quite delighted due to the positive outcomes and the machine's comments. The machine's output is so flawless and precise that the doctors do not need to re-examine the patients. Doctors were able to successfully treat and operate on patients with the help of the test results. To manage huge patient crowds, we would need extra HFA equipment.”



Cashless Facility

- We have arrangements with the following:
- 1. Sankhya Chief Executive's Compensation
 - 2. Sankhya Good Employee scheme - MD's
 - 3. Sankhya Cooperative scheme - MD's
 - 4. Sankhya New Health Insurance Scheme
 - 5. Sankhya Health Plan Ltd
 - 6. Sankhya Health Plan Ltd
 - 7. Sankhya Health Plan Ltd
 - 8. Sankhya Health Plan Ltd
 - 9. Sankhya Health Plan Ltd
 - 10. Sankhya Health Plan Ltd
 - 11. Sankhya Health Plan Ltd
 - 12. Sankhya Health Plan Ltd

மருந்தகம்
PHARMACY
 Working Hours 8.30 am to 6.30 pm

Let Us Stop the Spread!
 Sankhya Eye Hospital
 Face Masks
 Now Available
 at
 Pharmacy

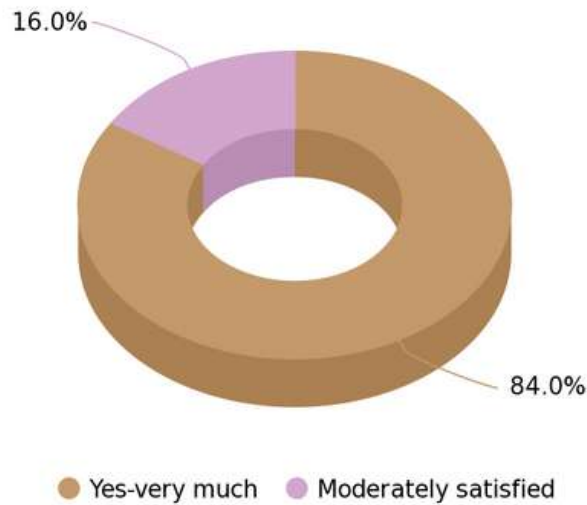
Do you know?
 High blood sugar
 can lead to blindness.

கண் சொட்டு மருந்தை உபயோகிப்பதற்கு முன் கைகளை நன்றாக கழுவுவர்

கண் சொட்டு மருந்தை கீழ்க்கண்ட கண்ணில் கிணியின் கீழ் கொண்டு போட்டு மட்டுமே பயன்படுத்தப்படும்



Percentage of patients who reported whether they are satisfied with the treatment facility of the Shankara Hospital



The chart records the satisfaction levels of the patients with the services offered at Shankara Eye Hospital. It can be observed that 84% of the respondents are very much satisfied, and 16% of the respondents are moderately satisfied.



P. Pandiyan, Maintenance in charge (Testimonials from Stakeholders)

“This machine more closely resembled a plug-and-play gadget. The display, keyboard, machine, and foot pedal are all wired to the device. The installation process was very basic and easy. It may easily be moved to another testing room because it is lightweight. This equipment often needs frequent software upgrades, adequate lubrication of moving parts, and inspection of the railing assembly. No issues have yet arisen with this device. It is quite comfortable to use. This machine is very power efficient, and it consumes just one-third of the power compared to the old machine. On the whole, the machine is of great use to our hospital.”

Major findings from the interpretation:

Some of the key findings are as follows:

- 44% of the respondents suffer from cataracts.
- 44% of the patients have been suffering for 1 to 6 months from eye diseases. 68% of the patients spend money only on operations.
- 52% of the respondents are first-timers at Shankara Eye Hospital. 64% of them came to know about this hospital through previous visits.
- 87% of them feel that other hospitals charge huge expenses for treatment. 52% say that document processing takes a lot of time.
- 40% spend between Rs.1000 to 5000 for treatment. 84% are highly satisfied with the hospital services.





RELEVANCE

RATING ● ● ● ● ●

The Medical eye equipment project of Karur Vysya Bank addresses the real and felt needs of the Shankara Eye hospital by donating the latest model of HFA eye equipment to treat glaucoma patients with minimal intervention. Hence, this project is relevant in nature.

COHERENCE

RATING ● ● ● ● ●

The Medical eye equipment project of Karur Vysya Bank greatly aids in the realization of SDGs
Goal No:- 3 - Good health and well-being.



EFFECTIVENESS

RATING ● ● ● ● ●

The Medical equipment project By Karur Vysya Bank has greatly helped in treating glaucoma patients with minimal intervention. Patients have also given positive feedback. Hence, this project is highly effective.

EFFICIENCY

RATING ● ● ● ● ●

The project has changed the perception of treating glaucoma by providing an accurate result using the machine, so that the doctors could also provide a better treatment.

IMPACT

RATING ● ● ● ● ●

This CSR initiative by Karur Vysya Bank has created a huge impact by treating poor and needy glaucoma patients quite efficiently and effectively. Care is taken that they are not required to come back for re-examination or re-visit the hospital. Low-cost treatment is made possible by making use of this new HFA machine.

SUSTAINABILITY

RATING ● ● ● ● ●

This HFA equipment donated by Karur Vysya Bank has helped doctors, optometrists and patients seeking treatment by providing quality diagnoses and accurate results. This project is highly sustainable and shall continue to benefit more people in the future.

RECOMMENDATIONS AND CONCLUSION

Karur Vysya Bank donated HFA equipment to Shankara Eye Hospital in FY 2021-2022. This eye equipment has served as a lifesaver for numerous glaucoma-affected patients by providing precise results and aiding in minimal intervention treatment and operations. The positive side of the machines is that it is easy to use by the optometrist and gives accurate results to doctors. The machine is power efficient; it consumes only about one-third of the power when compared to the old machine. Regular maintenance is also easy to carry out. Some of the recommendations are that the hospital requires one more HFA equipment, and they have also requested other medical eye equipment to be donated in the upcoming year as a part of the CSR intervention. On the whole, the staff, doctors, and patients are highly satisfied with the HFA equipment.