



# IMPACT ASSESSMENT REPORT

*On the Activity of Pediatric Cardiac Surgeries supported at Sri Sathya Sai Sanjeevani Hospitals (SSSSH)*

Chhattisgarh, Haryana, and Maharashtra

Under the aegis of "Sri Sathya Sai Health & Education Trust"



Submitted to: Axis Bank Limited

Submitted on

• 4th December 2023

Period & Location Covered

- In the period of FY 21-22, Axis Bank supported 120 pediatric cardiac surgeries in Sri Sathya Sai Sanjeevani hospitals located at Chhattisgarh, Haryana and Maharashtra

SUBMITTED BY CPA SERVICES PRIVATE LIMITED NEW DELHI



# Contents

Executive summary ..... 2

Introduction ..... 3

Objective and Scope of Work ..... 4

Methodology..... 5

Project Overview..... 8

Key Findings ..... 12

Analysis ..... 16

Recommendations ..... 21

Photographs..... 22

## Executive summary

Axis Bank Limited supported Sri Sathya Sai Health & Education Trust to support “Pediatric Cardiac surgeries” This initiative aims to provide free pediatric cardiac care to 120 economically disadvantaged families, addressing the national burden of congenital heart disease. These surgeries were conducted in Chattisgarh, Haryana and Maharashtra campus of Sri Sathya Sai Sanjeevani Hospitals of Sri Sathya Sai Health & Education Trust. The patients were residents from 11 different states of India. Axis Bank’s commitment to social responsibility aligns seamlessly with this initiative, reflecting a shared vision for a healthier and more inclusive future.

Going beyond the surgeries, the initiative includes comprehensive post-surgery monitoring and holistic health progress tracking system. The impact is profound, leading to not only improved health but also enhanced quality of life and positive socio-economic changes for the operated children and their families.

The findings highlight an exceptional success rate in pediatric heart surgeries at the hospital, ranging from 98.2 % to 98.6% annually. Notably, 120 surgeries supported by Axis Bank Limited achieved a remarkable 100% surgical rate resulting in a 0% mortality rate at the time of 120 surgeries. Rigorous post-surgery monitoring includes well-structured follow-ups, diagnostic assessments, and tracking. The medical team's precision in open-heart surgeries resulted in zero complications for all 120 cases. Counsellors play a vital role in tracking the overall well-being of operated children. The hospital’s dedication to high surgical success rates and comprehensive well-being monitoring is evident in these key findings.

Out of direct communication and discussion with 47 parents it was noticed that 89% children have regularly going to school. Out of 47 beneficiaries 27 were five and above years old out of which 24 children joined school and one joined work who is above 18 years old.

A significant improvement in the health and well-being of operated children was observed during the FGDs and interviews which revealed a transformative change within children overcoming pre-surgery health challenges like frequent fever, cough, shortness of breath and growth impediments. Post-surgery, children exhibited remarkable improvements, walking within days and experiencing a lifetime change, as expressed by parents. The hospital sees a growing network fueled by enduring trust from families, beneficiaries, doctors, and social media. Referrals come from various sources: 45% of the respondents were referred by doctors/hospitals, 17% from relatives/ friends, and 21% by social media and the Internet. This diverse mix highlights the trust and connectivity driving individuals to the hospital

Post-surgery, children are seamlessly transitioning into normal life, with parents expressing aspirations for their ongoing education. Notably, many have resumed their studies, contributing significantly to their ability to lead regular lives, and showcasing a positive outlook for the future. This educational transition is coupled with broader transformations, including enhanced mobility, active management in daily activities, and regular school attendance. Additionally, the surgeries led to enhanced social interactions, allowing children to lead normal lives, and actively engaging in play with their friends/cousins.

Families witnessed a significant reduction in both regular hospital expenses and economic burdens after the surgery. The respondents shared that they had incurred huge expenses before coming to Sri Sathya Sai Sanjeevani Hospital, 48% of the respondents had spent amounts ranging between Rs.50,001 to 1,50,000; 46% had spent amounts up to Rs.50,000 and 6% had spent amounts ranging between Rs.3,00,001 to 5,00,000. Due to the free surgery, the financial relief led to enhanced economic stability, allowing parents to concentrate on their regular work without interruptions and contributing to improved overall economic well-being. The support from Axis Bank Limited in collaboration with **Sri Sathya Sai Health & Education Trust** played a crucial role in alleviating financial problems and reducing economic burdens.

## Introduction

### **About Axis Bank Limited**

Axis Bank Limited is a major private sector bank in India with a significant presence across the country through its extensive network of branches and ATMs, Axis Bank has played a crucial role in India's banking sector

Axis Bank is actively engaged in various Corporate Social Responsibility initiatives, reflecting its commitment to societal development. Key aspects of its CSR activities include healthcare initiatives, promoting Education and skill development, supporting financial literacy and financial inclusion, and promoting environmental sustainability.

### **About Sri Sathya Sai Health & Education Trust**

Established in May 1970, the Sri Sathya Sai Health & Education Trust is a Public Charitable Trust, under Section 12 A of the Income Tax Act, 1961.

Sri Sathya Sai Health and Education Trust began this journey by establishing the first dedicated Free of Cost Centre for Child Heart Care at Atal Nagar (previously Naya Raipur), Chhattisgarh in November 2012. The second center- Sri Sathya Sai Sanjeevani International Centre for Child Heart Care & Research was inaugurated at Palwal, Haryana in November 2016. Sri Sathya Sai Sanjeevani Centre for Child Heart Care & Training in Pediatric Cardiac Skills, Kharghar, Navi Mumbai, was dedicated to the service of humanity in November 2018.

### **About CPA services**

CPA Services is an organization seeking to promote accountability and sustainability amongst organizations in the non-profit and CSR sectors. It assists civil society organizations to achieve development effectiveness by promoting transparency and accountability. CPA Services has a presence of fourteen years in the development sector as a support organization & to date CPA Services has been involved in financial reviews, Impact Assessment, evaluations, investigations, accompaniment, pre-funding assessments, workshops, and training.

## Objective and Scope of Work

### **Objectives:**

The primary objectives of this impact assessment are:

- Surgical outcomes and success rates
- Health and well-being improvements in the operated children
- Long-term impact on the quality of life of the children and their families
- Socio-economic benefits derived from the surgeries

### **Scope of Work:**

Conducted a comprehensive assessment study based on the following scope:

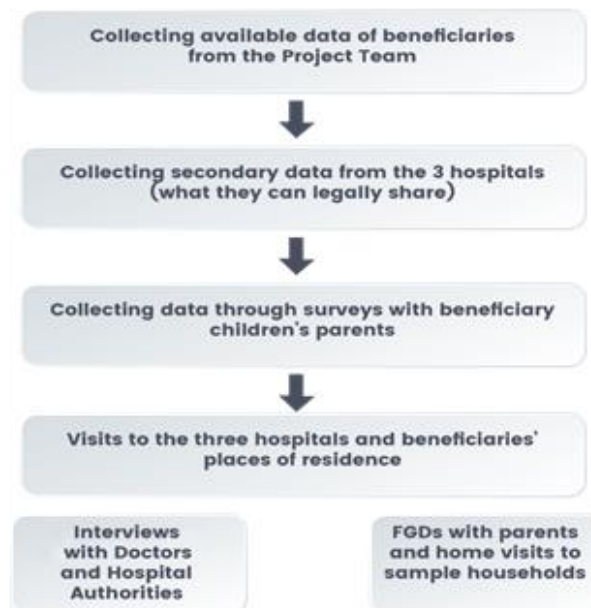
- Develop a detailed methodology and study design for the impact assessment, including data collection, sample selection and evaluation framework
- Collect and analyze relevant data on surgical outcomes, pre-operative and post-operative health conditions, quality of life improvements, and socioeconomic indicators.
- Assess the impact of the surgeries on the children's families and the communities they belong to.
- Provide insights and recommendations for further improvements in the program's effectiveness and efficiency.
- Prepare a comprehensive report summarizing the findings, along with evidence, conclusions, and recommendation

## Methodology

The methodology adapted for this impact assessment is organized into three main steps as follows: -

Steps 1	Pre Data Collection	<p>Initiation meeting with program planning team management of Axis Bank CSR.</p> <p>Initiation meeting with Sri Sathya Sai Hospital to collect project-related documents.</p> <p>Review the program-related documents program proposals, project completion report, etc</p> <p>Development the Study Design</p>
Steps 2	Data Collection	<p>Gathering secondary medical data to ascertain surgical outcomes.</p> <p>Focus group discussion with parents of patients.</p> <p>Key personal Interviews with, Trust Officers, doctors, and counselors.</p> <p>Conducted survey with parents of beneficiary children.</p> <p>Visit sample households.</p> <p>( Collect the data from all 3 Centre through onsite visits)</p>
Steps 3	Developing Report	<p>Data Analysis</p> <p>Curating Finding</p> <p>Presentation of the draft report and getting recommendations and suggesting from Axis bank</p> <p>Writing evaluation report</p>

## Data collection process: -



- **Collected available data of beneficiaries from the Project Team:** - Collected the primary data of beneficiaries i.e. address, contact number and details of parents and patients maintained by the hospital authority. The main purpose of collecting the information is to facilitate future communication with individuals to conduct surveys.
- **Collected the secondary data from three hospitals:** Collecting basic data from the counsellor desk during the hospital site visits for the purpose of the tracing understanding the current status updating patients and parent's information. It will help to make sure to gather accurate and relevant information. The main objective is to ensure the effective and qualitative data collection for reference in impact studies.
- **Collected the data from, the beneficiaries of parents:** Data collection through telephonic interviews and home visits of the patients for collecting their feedback as per the outcome of the project. The main objective of this process is to collect the demographic data (i.e. their socioeconomic condition, monthly income, the expenses incurred starting from the diagnosis of the disease till the treatment) and to understand the challenges faced by the parents before and after the treatment.
- **Hospital visits:** Visited the three hospitals at Mumbai, Palwal, and Raipur to understand and collect information about the facilities provided to the beneficiaries during treatment of Congenital heart pediatric surgeries and other facilities provided i.e. free staying and food for parents /guardians staying as caretakers.
- **Arrange FGD (Focus Group Discussion) with Parents of the patients:** The main objective of arranging the focus group discussion was to receive overall feedback on their personal experience during the treatment of their children as per the objectives of the project.
- **Interviewed with Key persons of the three Hospitals:** -The main objective of the interview was to understand the processes of managing the patients, gather details of the staff engaged with this project, understand the facilities provided to the beneficiaries, and get an overview of the



beneficiaries of the free heart surgeries.

- **Interviewed with Doctors:** The major point of discussion with doctors and associated staff were related to this project and their experiences with pediatric cardiac surgeries like what they had observed, what support and follow-up care were provided to ensure their ongoing health

#### **Data analysis:**

The key findings of the project explained under the following area:

- i. Surgical outcomes and success rates
- ii. Health and well-being improvements in the operated children
- iii. Long-term impact on the quality of life of the children and their families
- iv. Socio-economic benefits derived from the surgeries

The **OECD** (Organization for Economic Co-operation & Development) **DAC** (Development Access Committee) criteria serve as the most suitable framework for the analysis of the project's impact due to its comprehensive and widely recognized approach. These criteria encompassing Relevance, Effectiveness, Efficiency, Impact, and Sustainability, provide a structured lens to evaluate the project's success and contributions. The OECD DAC criteria collectively offer a robust and nuanced framework for evaluating the multifaceted dimensions of this impactful pediatric cardiac surgery project.

#### **Limitation**

The limitation of the data collection was that the beneficiaries of Patients came from the eleven states of India and all are parents in the low-income category so they couldn't join focus group discussion in one place as it would have been expensive for them. We especially included those parents in the FGD who came for follow-up. Conducting household visits for data collection may not been feasible on a large scale due to geographical diversification and related associated costs, this limitation likely influences the choice of using the telephonic interview as an alternative. Telephonic interview was chosen as a substitute method to reach the beneficiaries, this approach helped to overcome the challenges posed by geographical dispersion. During our visit, all doctors were engaged in the provided services and therefore it was very difficult to arrange an FGD. As per considering the situation we organized key person interviews with doctors instead of FGDs.



## Project Overview

### About the project

Sri Sathya Sai Health & Education Trust looks forward to partner with the Axis Bank Foundation to work towards the vision of “*Right to Healthy Childhood*” through creation of a holistic eco system resulting in reducing the national congenital heart disease burden.

The scope of the project is to support 120 support of 120 Pediatric Cardiac Procedures at Sri Sathya Sai Sanjeevani Centres for Child Heart Care in Nava Raipur – Chhattisgarh, Palwal – Haryana and Kharghar, Navi Mumbai – Maharashtra.

Every year thousands of little hearts get mended at the Sri Sathya Sai Sanjeevani Centres for Child Heart Care. Every single child operated and saved has an impact on that family and society at large, considering most of these families cannot afford tertiary care for their little ones. The objective is to provide Totally Free of Cost Care to 120 children with congenital heart disease, at Sri Sathya Sai Sanjeevani Centres for Child heart Care

The endeavors of the Project “**Pediatric Cardiac Surgeries**” are as follows:

- Contribute towards reduction in Infant and Child Mortality rates in the country.
- Make quality Pediatric Cardiac Care accessible to economically poor.
- Help families break the health – poverty vicious cycle by providing tertiary care, free of cost.
- To support the vision of healing more little heart in two ways – infrastructure and surgery support

Hospital has defined in project proposal for process for patients flow wherein each patients interacts with various departments including outpatient management, procedures post procedure care and follow-up:-

- **Outpatient Screening and Management** - The first step of care includes ECHO screening of all children coming to OPD. The hospitals are open for OPD walkins from Monday to Saturday. The Department of Pediatric Cardiology at the Hospitals Conduct Echocardiograms on the children to determine the diagnosis
  - **Patient Selection and Treatment Plan** –Inoperable children (children who are medically not operable due to delayed diagnosis) are advised medical management. Children requiring a Pediatric Cardiac Procedures are then evaluated if they require a Cath intervention or an Open Heart Surgery based on the condition. Interventions would typically include Device Closures and Open heart Surgeries are corrections to the structural defects of the heart. Some types of surgeries include Atrial Septal Defect closures, ventricular Septal Defect closures, Intra Cardiac Repairs, TAPVC repairs, ALCAPA repairs, Arterial Switch Operations etc. As stated earlier, the complexity of cases vary from simple to complex.
  - Close to 90% of children operated in a month are elective surgeries, while the remaining cases involve Outpatient(OPD) emergencies. An elective surgery refers to a medical surgery or intervention that is scheduled in advance while outpatient (OPD) emergency requires prompt medical attention due to urgent health issues.
  - The selection criteria of patients are medical. Patients requiring pediatric cardiac procedures are scheduled either immediately or are given a later date based on their presentation.
  - **Admission** - The hospital allows for two attendants to stay along with the child to be admitted in case the child is below 12 yrs and 1 attendant incase the child is above 12 years. After due admission

counseling, the parents are guided to the attendant residential block – Matruchhaya, which are dormitories for the stay of the attendants. In the COVID times, families are quarantined for 5-7 days and then tested before getting admitted. These rules vary based on the guidelines of the respective State Governments.

- **Procedure & Post-Operative Care** – The medical team at the hospital conducts the concerned procedure in the state-of-the-art Operation Theatres / Cath Lab. It takes an average 10 days from admission to discharge. This varies based on the criticality of the case and any post-surgical events for the child. Following aspects of care are covered: - Intensive Care – Medicines & Consumables - Post-operative Care – Medicines & Consumables - Inpatient Diagnostic and Lab Services - Blood Components - Physiotherapy - Diet & Nutrition The Physiotherapy and Dietetics team plays an important role in post surgical patients care • Impact and Counselling – The Hospital has an an Impact and Counseling team for - Pre-Procedure counseling of stressed parents - Dos and Dots post discharge - Impact Assessment covering socio-economic, health, educational parameters during discharge and followups - Health Education for patient families during in-hospital stay
- **Discharge** The family of every child who is discharged is called by the counseling team and explained about the support provided by the society for their child. Also highlighting their increased responsibility in taking special care of the child and ensuring that the child grows to live the values of giving back to the society. A Gift of Life Certificate is given to the child as a token of Love.
- **Follow-up** - Every operated child typically is followed up mandatorily after 1 month. The following follow-ups depend on the condition and could be at 3 months, 6 months, 1 year (or more). Review patients attend the regular Outpatient for their follow-up. With the COVID pandemic, the hospitals started online consultation where patients upload their local ECHO report on our web portal and the cardiologist review to advise the on the way forward

## A SNAPSHOT OF THE PROJECT AS PER THE CENTER

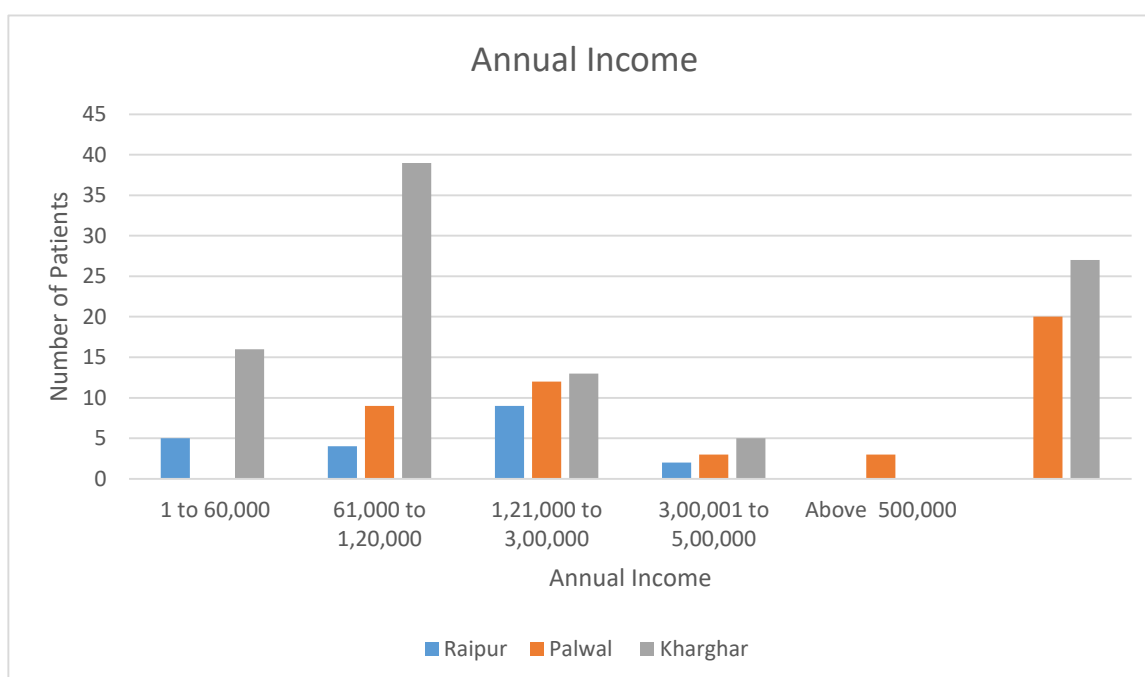
- Location-wise implementation (Number of beneficiaries reached out)**

Thematic Area	Curative Child Heart Centre		
Name of the Project	<b>Pediatric Cardiac Surgeries</b>		
Total Number of Beneficiaries	120		
Location	Project Location	State	Number of Patients
	Naya Raipur	Chhattisgarh	73
	Palwal	Haryana	27
	Khargher, Navi Mumbai	Maharashtra	20
Impact Geography	Children With Congenital Heart diseases seeking care at Sai SathSanjeevani Hospital		
Proposed budget	INR 1.8 Cr		
Project Duration	3 Months		

- Support to Cover the patients related cost**

Sl No	Cost Related Patients
1	Patients Screening
2	Post-operative Care
3	Inpatient Medicines & Consumables
4	Surgical Procedural /Intervention Device
5	Inpatient Diagnostic and Lab Services
6	Diet & Nutrition Counselling
7	Intensive Care
8	Blood Components & Physiotherapy
9	Post Discharge Follow-up

- **Beneficiary and Stakeholder Analysis**



Demographic Profile analysis

#### **Annual Income Analysis:-**

It was observed that most of the beneficiaries of a project, predominantly come from low-income categories and are engaged in the unorganized sector. The key occupations include auto and e-rickshaw drivers, farmers, and daily wage laborers. The distribution of their average annual income is as follows:

- Most beneficiaries fall within the income range of rupees 61,000 to 1,20,000 annually.
- The next significant group has an income range of rupees 1,21,000 to 3,00,000 annually.
- There is also a group with income ranging from rupees 1 to 60,000 annually.
- Notably, very few beneficiaries have an annual income in the range of rupees 3,00,000 to 5,00,000.

#### **Geographical location analysis: -**

State	Count
Andhra Pradesh	2
Bihar	22
Delhi (Ncr)	2
Haryana	2
Jharkhand	4
Karnataka	1
Madhya Pradesh	5
Maharashtra	14
Odisha	17
Rajasthan	4
Uttar Pradesh	47
<b>Grand Total</b>	<b>120</b>

## Key Findings

The key findings of the project are presented on the basis of data collected during personal interviews with Doctors, hospital authorities and parents of beneficiaries of all the 3 hospitals. The key findings are explained under the four objectives of the project:

### ❖ OBJECTIVE-1: SURGICAL OUTCOME AND SUCCESS RATE:

- **Exceptional success rate:**

- i. During the interviews with Trust Officers and doctors at the hospitals, they consistently report an impressive **average success rate for surgeries in the hospital, ranging from 98.2% to 98.6% annually.**
- ii. Notably, the success rate of surgery for the 120 pediatric surgeries supported by Axis Bank Limited is an outstanding 100% resulting in a mortality rate of 0% at the time of the operation. However, one patient of 3.5 years from Madhya Pradesh died within a month after the surgery. The child was fit after discharge but later on, when he felt sick, the parent thought it was a usual viral infection and they didn't consult any pediatric doctor nor did he inform Sri Sathya Sai Sanjeevani Hospital about the situation. The success of surgery is 99.17% for the 120 patients that were supported. This highlights the hospital's unwavering commitment to pediatric heart care and its transformative impact on the lives of the supported children.

- **Comprehensive post-surgery monitoring:**

- i. **The clinical procedure for post-surgery monitoring is well structured**, emphasizing evaluations at specific intervals.
- ii. Follow-ups include assessment at 1 month, 3 months, 6 months, and annually until the age of 18 years. Each follow-up incorporates various diagnosis measures such as echo, chest x-ray, ECG, and checks on wound healing, bone healing, weight, height and overall movement of the child
- iii. Follow-up structure:

Follow-up	Duration
1 <sup>st</sup> Follow-up	After one month of the surgeries
2 <sup>nd</sup> Follow-up	After three month of the 1 <sup>st</sup> Follow-up
3 <sup>rd</sup> Follow-up	After 6 month of the 2 <sup>nd</sup> Follow-up
4 <sup>th</sup> Follow-up	After One Year of the 3 <sup>rd</sup> Follow-up
Next Follow-up	Once in a year till 18 years of age

- **Acknowledgement of surgery complications:**

- Doctors acknowledge that every surgery carries inherent risks, and the potential for complications exists as these are open heart surgeries and therefore the heart is temporarily removed from the body during the correction surgeries.
- The use of a heart-lung machine during surgery might have long-term impacts on the body's organs if the patient is on the support for a long time. Therefore, surgeons aim for precision and efficiency to minimize the time the child spends on the artificial machine. This helps in reducing the risk.
- During the interviews at the hospitals, doctors emphasized that all 120 surgeries supported by Axis Bank Limited were executed with remarkable success, devoid of any complications. This underscores the precision and expertise employed by the medical team, resulting in surgeries completed without adverse incidents.

- **Holistic health progress tracking:**

- Counsellors play a crucial role in monitoring the health progress** of children post-surgery.
- Follow-up visits, counsellors inquire about the broader impact on physical, financial, educational, social, and psychological aspects, ensuring a comprehensive understanding of the child's well-being.

The key findings collectively underscore the hospital's commitment to maintaining high surgical success rates, implementing rigorous post-operative monitoring procedures, acknowledging and addressing surgical complications, and ensuring a holistic approach for tracking the over-all well-being of the operated children.

## ❖ **OBJECTIVE-2: HEALTH AND WELL-BEING IMPROVEMENT IN THE OPERATED CHILDREN:**

- Transformation of Health and Quality of life:** Through insights gathered during FGDs and interviews, the parents revealed numerous health challenges their children faced before the surgery, including frequent fever, cough, cold, shortness of breath and growth impediments, marked by symptoms like blue nails, no increase in weight and height of the child. Post-surgery, a remarkable turnaround was observed as the children started walking within 2 to 3 days, and the previously persistent health issues were effectively resolved, leading to a lifetime improvement. One parent, the mother of Rudra, expressed this transformation change by stating "Our child experienced a rebirth at Sri Sathya Sai Sanjeevani Hospital"
- Positive Impact on weight and energy levels:** After undergoing surgery, there are notable positive changes in the weight and energy levels of the children. The significance of this improvement is represented by the cases of children whose weight has shown an increase in weight post-surgery. The positive transformation is evident as the children now exhibit increased energy levels. Notably, one of them Sahil achieved a weight of 12kg, marking a substantial improvement in overall health. This not only reflects the success of the surgical intervention but also underscores the broader impact on the child's well-being, showcasing enhanced vitality and physical development. The positive increase in weight and energy levels serves as a tangible indicator of the project's positive outcomes on the health and growth of the operated children.
- Satisfaction, referrals and recognition of High-quality facilities:** During the household visits, parent interviews and FGDs, parents not only expressed complete satisfaction with the surgical outcomes, showcasing the success of the surgeries but also actively refer other patients from their villages,

serving as testimonials to the high level of satisfaction and confidence in the hospital. Simultaneously, parents consistently acknowledge the qualitative nature of the facilities provided by the hospital. This dual recognition not only emphasizes the positive impact of the surgery but also underscores the importance of the supportive environment created for the families throughout the process. Together, these expressions highlight both the effectiveness of the surgical outcomes and the hospital's commitment to providing high-quality facilities and services.

These key findings collectively highlight the positive and transformative impact of the surgery on the health and well-being of the children, as reported by their parents during the household visits, parent interviews and FGDs

❖ **OBJECTIVE-3: LONG- TERM IMPACT ON THE QUALITY OF LIFE:**

- i. **Successful educational transition and aspirations for normal life:** Children, post-surgery, are seamlessly transitioning into normal life, and parents have aspirations for their ongoing education. Notably, parents want to enroll their children in Anganwadi centers and schools, reflecting a positive outlook for the future of their children and several have already resumed their education, marking a significant contribution to their ability to lead normal lives. During the face to face interactions with 47 parents it was noticed that 89% children are regularly going to school. Out of 47 beneficiaries, 27 were five and above years old out of which 24 children joined the school and one joined work who is above 18 years old. Parents expressed dreams of a brighter future, envisioning their children continuing their studies and settling as normal, contributing individuals in society. The educational transition is coupled with the children's broader transformation, including enhanced mobility and active engagement in daily activities such as cycling, playing, and regular attendance at school. Collectively, these outcomes showcase a holistic improvement in the children's well-being, emphasizing the positive, lasting impact of the surgeries on their education and overall quality of life.
- ii. **Enhanced social interactions and well-being:** During the interviews with doctors, hospital authorities and parents, they shared that post-surgery, children who previously faced challenges in walking now seamlessly lead normal lives, actively engaging in play with friends and cousins. The surgery, beyond improving mobility, has created a positive ripple effect on their social interactions. During the personal interviews and FGD's, Parents shared that they witness significant enhancements in their children's social lives, signifying a comprehensive transformation in overall well-being. This improvement reflects a holistic impact, demonstrating that the surgeries not only address physical challenges but also contribute to a more fulfilling and enriched future. The emphasis is on the profound positive changes in the children's social interactions, highlighting the interconnectedness of these aspects in their lives.
- iii. **Overcoming previous health challenges and reclaiming an active lifestyle:** During the personal interviews and FGD with 47 parents, it was shared that children who confronted health challenges like breathing difficulties and excessive crying have experienced remarkable improvements post-surgery. The positive impact of the surgeries is evident as these children now actively participate in sports, games, and various activities, showcasing the resolution of previous health concerns. Surgery has not only successfully addressed breathing problems but has also eliminated tiredness, fostering a significant enhancement in overall participation in both social and physical activities. This transformative change signifies not just a restoration of physical health but a reclamation of an active and fulfilling lifestyle for these children.

These key findings collectively emphasize the enduring positive impact of the surgeries on the children's quality of life, including their education, social interactions, and overall well-being.



#### ❖ OBJECTIVE-4: SOCIO-ECONOMIC BENEFITS DERIVED FROM THE SURGERY:

- i. **Financial relief and improved stability:** Post-surgery, the families have experienced a notable reduction in both regular hospital expenses and economic burdens. The families previously spent amount approximately ranging upto 5 lakhs on their child's treatment but now they enjoy a significant decrease in expenses leading to enhanced economic stability. This positive change has allowed parents to concentrate on their regular work without interruptions. Moreover, the saved income that was initially allocated for diagnosis has contributed to improved economic conditions and stability for families. The reduction in extra expenses and tension associated with healthcare has further led to a significant enhancement in overall economic well-being. Families highlight a substantial decrease in economic expenses related to health, contributing to a more stable family income. The support provided by Sri Sathya Sai Sanjeevani Hospital of Sri Sathya Sai Health & Education Trust has played a pivotal role in alleviating financial problems, enabling families to pursue necessary treatments, and subsequently reducing economic burdens. The multifaceted improvement underscores the profound positive impact of the surgeries on the financial aspect of the families, fostering a more stable and secure economic environment
- ii. **Enhanced job concentration and mental well-being of parents:** Parents have observed a notable improvement in their job concentration and reduced mental tension after pediatric cardiac surgeries. This positive change is especially significant for families dealing with pediatric congenital heart issues. Pre-surgery and concerns about their child's health often affected parents' ability to focus on their work. However, **the surgeries not only addressed these health concerns but also contributed to increased stability in day-to-day earnings.** The resulting alleviation of health-related worries has empowered parents to redirect their energy and focus back on their professional roles, marking a positive shift in their overall mental well-being. This dual impact underscores the surgeries' effectiveness in improving not only physical health but also the broader functioning and stability of the family unit.
- iii. **Improved work attendance and income growth:** Post-surgery parents observed a positive shift in both work attendance as families are no longer constrained by their previous health issues. This improvement has resulted in substantial income growth, particularly for families that faced financial challenges before the surgeries due to their children's health issues. The surgeries have not only alleviated financial burdens but also empowered families to enhance their overall income. This positive economic transformation is evident in families' **improved capacity to repay loans taken during the pre-operative period.** The surgeries, therefore, manifest a dual impact by not only enhancing the child's health but also fostering tangible improvements in the financial well-being of the family.

These key findings collectively emphasize the substantial positive impact of the surgeries on the socioeconomic conditions of the families, ranging from reduced economic burdens and improved stability to enhanced educational opportunities and increased income

## Analysis

The data was captured from doctors, beneficiary parents, Trust Officers, and counselors of all the Sri Sathya Sai Sanjeevani hospitals in all three locations functions under the aegis of Sri Sathya Sai Health & Education Trust - Mumbai, Palwal, and Raipur through surveys, interviews, household visits, and focus group discussions. The data were analyzed to find the overall impact of the activities. The key findings have been collated in this section to examine the activities across five major parameters:

**Relevance**

**Effectiveness**

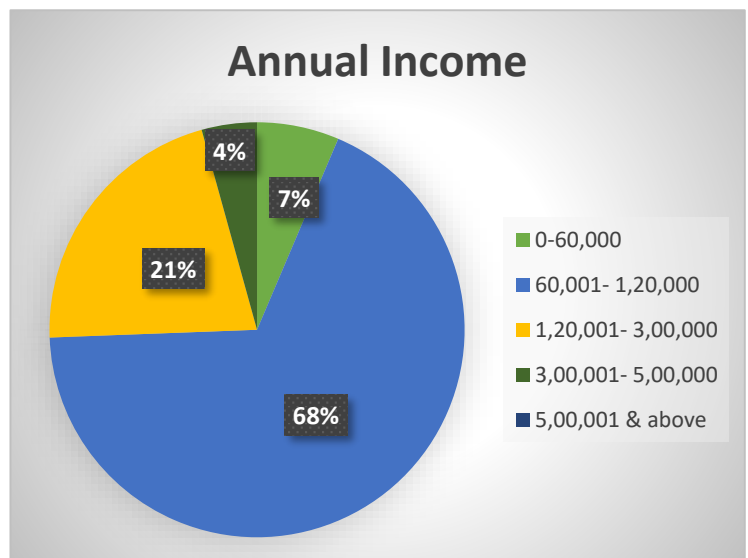
**Efficiency**

**Impact**

**Sustainability**

### **Relevance:**

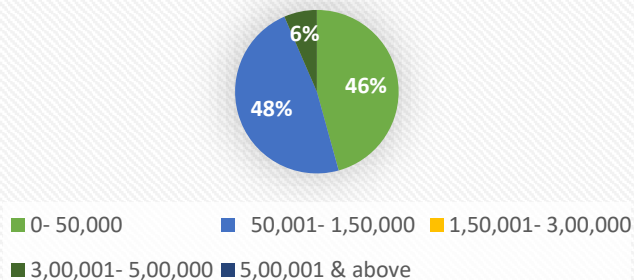
**Almost 98% of the beneficiary's parents are from economically poor sections of society.** The occupation in which they are engaged includes farmers, daily wage laborers, barbers, mechanics, etc. They do not earn much to support their medical needs as pre-surgery many symptoms need medical expenses and hospitalizations. As per the data collected through household surveys and FGD with parents, some families have spent amounts ranging from 10,000 to 3 lakhs before the surgery and it has resulted in an in-depth circle as many had to take loans from others on an interest basis to meet the expenses. The doctors, parents, and social workers shared that hospitals had given them an estimate of 2 to 14 lakhs which was beyond their capacity. The annual income of these parents is very low. The parents shared that the hospital is like a place of worship for them as they have had their children operated on free of cost, the entire medical expenses including operation, diagnosis, medicines, etc were taken care of by the hospital. They also got to avail the facility of staying at the hospital campus as there is a place for the attendants to stay throughout the treatment period without spending any money and the food is also provided free of cost. The hospital believes that these are people from the poor section of society and their livelihood gets hampered during treatment. In such a scenario, the hospital tries to support them during their stay.



The pediatric cardiac surgery of 120 children demonstrates a profound relevance to the economic conditions of its beneficiaries,

The above pie chart shows the annual income of the parents of 47 beneficiaries with whom the team conducted personal interviews & FGDs. It is evident that the majority, 68% of the respondents, i.e. 31 families belong to the category of people having an annual income of 60,000-1,20,000 and 21% have an annual income within 1,20,001 to 3,00,000 i.e. 10 families. It is noted that 0% of respondents have income above 5 lakhs. They are majorly engaged in occupations like farming, daily wage labor, small private jobs, mechanics, etc.

## Expenses incurred in other hospitals

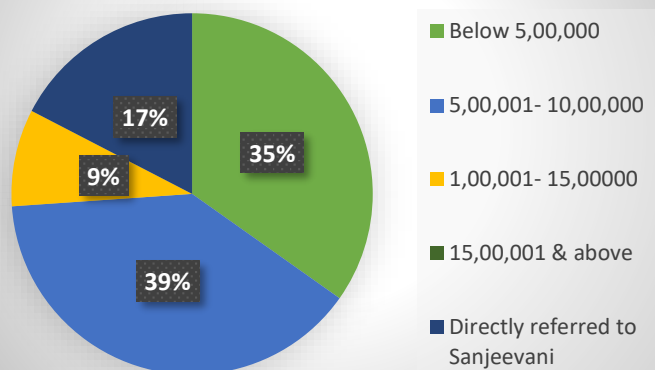


The above pie chart depicts the expenses incurred by 47 parents before the surgery. 48% of respondents, i.e. 22 families had spent amounts ranging from Rs.50,001-1,50,000 and 46%, i.e. 22 families have spent amounts upto Rs.50,000 and 6% have spent amount ranging between Rs.3,00,001 to 5,00,000 i.e. 3 families.

It is clearly evident that these families who are facing financial constraints, struggle with the burden of pre-surgery medical expenses, leading some to spend amounts ranging upto 5 lakhs

The above pie chart depicts the surgery estimates shared by other hospitals and doctors shared with 47 respondents before they had any information about Sathya Sai Sanjeevani. 39% of the respondents i.e. 19 families shared that the estimated budget ranged between Rs.5,00,001 to 10,00,000; 35% were provided with an estimate upto Rs.5 Lakhs i.e. 16 families; 17% i.e. 8 families shared that they were lucky enough as they were directly referred to Sathya Sai Sanjeevani Hospital by the doctors who diagnosed the disease and 9% respondents i.e. 4 families shared that the estimate was too high ranging between Rs.10,00,001 to Rs.15,00,000.

## Surgery estimates shared by other hospitals



The estimates that other hospitals had provided ranging up to 15 lakhs exceeded the financial capacity of these parents, whose annual incomes are notably low. Many were forced into a cycle of debt, resorting to loans with interest to meet these substantial costs.

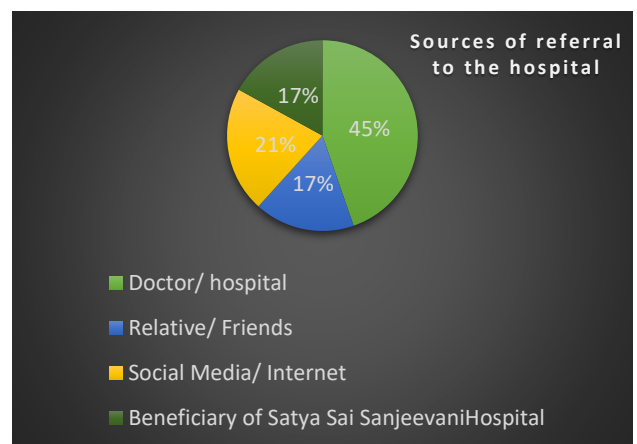
The hospital serves as a symbol of hope for them, providing free surgical procedures and covering expenses for diagnosis, medicines, and stay within the hospital campus. Recognizing the adverse impact of treatment on the livelihood of these families, the hospital extends support during their entire stay, viewing it as a crucial aspect of holistic care. These interventions are possible due to the support provided by CSR and in this project lives of 120 children are impacted.

Mayank Agarwal's story from Faridabad exemplifies the relevance of the free heart surgery initiative. Diagnosed with a heart condition at the age of 8 but economic challenges delayed his operation until he turned 16. The symptoms, initially presenting as frequent fever and cough, escalated to a critical stage where he experienced difficulty walking, shortness of breath, and a significant decline in energy level along with a decrease in appetite. The Sathya Sai Hospital, Palwal offering free heart surgery, became a lifeline for Mayank. Despite the surgery's critical nature at the age of 16, he not only survived but experienced a rebirth as ideally these operations should be done at a much younger age. Mayank's life post-surgery is evidence of the project's relevance, as he now leads a normal life, pursues education, and actively participates in sports. Mayank's case highlights the transformative impact of free heart surgeries, providing a second chance at life for children who might otherwise face undefeatable financial barriers to essential medical care.

Supporting 120 pediatric cardiac surgery projects demonstrates a high degree of relevance by specifically addressing the critical health needs of children with congenital heart disease. The criteria for selecting beneficiaries solely based on the existence of congenital heart disease reflects a precise focus on the target health issue.

## Effectiveness

The effectiveness of Axis Bank Limited's support is further underscored by the profound satisfaction evident among parents and children, highlighting the transformative impact of pediatric cardiac surgeries. The reliance on word-of-mouth referrals, especially from parents or relatives of previous beneficiaries and doctors, illuminates the effectiveness of the support provided. Notably, the persuasive influence of personal testimonials shared through platforms like YouTube and other social media handles serves as a powerful testament to the positive experiences encountered at Sri Sathya Sai Hospital. The widespread satisfaction revealed in FGDs and interviews reinforces the notion that the surgeries not only meet medical needs but also excel in providing compassionate and comprehensive care.

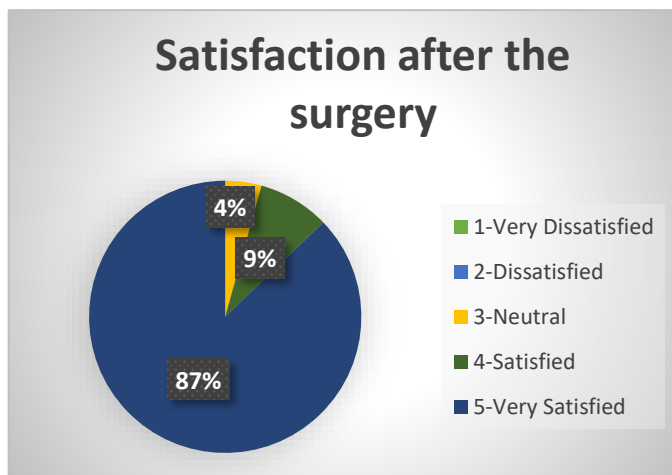


45% of patients i.e. 21 among the 47 were referred by doctors/hospitals. 17% i.e. 8 patients by relatives/friends, 21% i.e. 10 patients by social media/internet and 17% i.e. 8 patients by beneficiaries of Sri Sathya Sai Sanjeevani Hospital.

The effectiveness of Axis Bank Limited's support extends beyond financial aid, resonating in the form of enduring trust and a growing network of families, beneficiaries, doctors, and social media referring others to Sri Sathya Sai Sanjeevani Hospital. This robust cycle of satisfaction and recommendations stands as a testament to the lasting impact and effectiveness of Axis Bank Limited's support in enhancing the lives of congenital heart disease pediatric patients and their families.

## Efficiency

The support from Axis Bank Limited extends beyond surgical intervention, efficiently streamlining the entire process for 120 children and their families. The hospital functions as a comprehensive solution, offering OPD services, ECHO tests, and surgical appointments seamlessly. The unique system, from counseling pre-surgery to post-operative care, ensures a smooth transition for families. Pre-operative counseling establishes crucial baseline data, aiding in understanding the family dynamics. The hospital's structured process, including pre-operative wards, surgery, ICU, and post-operative care, ensures a systematic and efficient journey for the children. Notably, parents benefit from free on-campus stays, de-addiction counseling, and a tobacco-free environment, transforming their lives during the stay. The post-discharge counseling emphasizes the importance of maintaining hygiene, avoiding infections, and stresses the significance of follow-up check-ups. This comprehensive and efficient approach reflects how Axis Bank Limited's support optimizes resources, making the surgical journey smoother and more impactful for the children and the families.



**During the survey, 47 parents were asked- How satisfied are you with the pediatric cardiac surgery?**

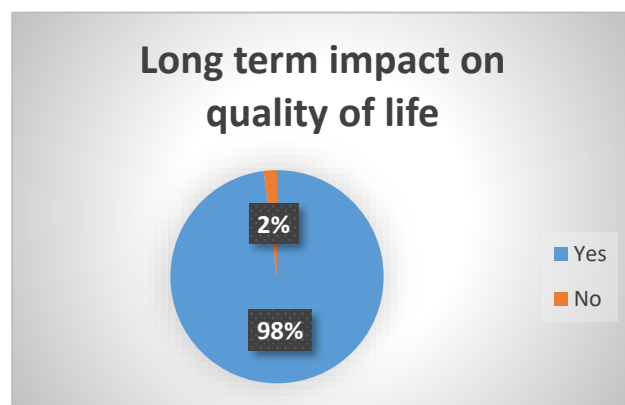
Out of the 47 respondents, 87% i.e. 41 responded that they were very satisfied with the pediatric surgery and few parents said that they have referred Sri Sathya Sai Sanjeevani Hospital to other people nearby and their operations are also done successfully at the hospital. 9% i.e. 10 respondents said they were satisfied with the surgery and 4% i.e. 2 responded neutral.

## Impact

During the survey 47 parents were asked- Can you see any long-term impact on the quality of life of the child and your family?

Notably, out of the 47 respondents, 98% i.e. 46 responded that they can see a long-term impact on the quality of life of the children and their family but 1 parent disagreed because his child died recently due to infection.

The transformative impact of Axis Bank Limited's support on the lives of the 120 children who underwent pediatric cardiac surgeries is immeasurable. With an unwavering commitment to social responsibility, Axis Bank Limited's support has become the cornerstone of hope for these children, alleviating the burden of congenital heart disease and providing a pathway to normal and healthy lives. The surgeries stand as a testament to the profound change in the children's health, liberating them from the shackles of cardiac challenges that once hindered their growth. Beyond the surgical interventions, Sri Sathya Sai Hospital's implementation ensures comprehensive care through scheduled follow-ups, fostering a continuum of well-being. The initiative not only enhanced children's health but also alleviated the financial strain on the families. By covering all medical expenses, it relieved families from the financial burden, fostering economic stability.



This intervention allowed resources to be redirected towards education and essential needs, promising a more secure future. The lives of these children, spanning from Maharashtra to Orissa to Bihar and many other states have been distinctly shaped by the holistic approach, enabling them not only to survive but to thrive, pursue education, engage in sports, and relish the joys of childhood unmarred by the limitations of heart conditions. This support has sown the seeds of resilience, health, and normalcy, imparting enduring positive changes that resonate in the laughter and vitality of each child touched by this transformative initiative

The pediatric cardiac surgery support significantly contributes to key Sustainability Development Goals (SDGs). Primarily aligned with SDG 3 (Good Health and Well-being), the project focuses on life-changing surgeries for children with congenital heart diseases, ensuring better health outcomes. Furthermore, by adhering to the principles of non-discrimination and inclusivity, the project addresses SDG 10 (Reduced inequalities), providing free services regardless of caste, class, or economic status. The collaboration with Axis Bank Limited exemplifies a public-private partnership, aligning with SDG 17 (Partnership for the Goals), and amplifying the project's impact. While directly impacting these three SDGs, the project's holistic approach likely extends into related goals like SDG 1 (No Poverty), SDG 4 (Quality Education), and SDG 8 (Decent Work and Economic Growth), emphasizing its comprehensive and far-reaching benefits for children and their families.

## **Sustainability**

The pediatric cardiac surgery project exhibits a robust mechanism for sustainability, acknowledging that heart surgery is a transformative, one-time intervention with enduring effects on the lives of children. Remarkably, all parents, along with the insights from 5 doctors and 3 counselors, affirm the insightful lasting impact of the surgeries. However, the sustainability of the project is fortified through a meticulous follow-up system implemented by the hospital. Scheduled at fixed intervals- 1 month, 3 months, 6 months, and yearly until the age of 18. The follow-up appointments serve as a comprehensive approach to ensure the ongoing well-being of the young patients. The hospital actively engages parents in this process, encouraging timely visits and even reaching out through counselors if any delays occur. This meticulous follow-up mechanism not only safeguards the health and progress of the children but also positions the hospital as a lifelong resource, fostering a sense of security for the families. The commitment to regular checkups, tailored to the developmental stages of the child, reflects the project's dedication to sustaining its positive impact throughout the child's formative years, ultimately contributing to the realization of a normal and secure life.



## Recommendations

- i. The existing waiting lists at Sri Sathya Sai Sanjeevani Hospitals of Sri Sathya Sai Health & Education Trust are high, with Raipur having approximately 2200 patients, Palwal around 1500, and Mumbai about 400. This leads to delay in getting the operation dates and it directly increases the risk of the operation. To address this issue, additional funds will be required to support more surgeries, allowing the hospitals to impact a greater number of lives positively and reducing the waiting period. This impact assessment highlights Sri Sathya Sai Sanjeevani Hospitals as a comprehensive one-stop solution for congenital heart diseases, emphasizing the importance of expanding their capacity.
- ii. Furthermore, considering the current operational constraints, there are four operation theatres in Raipur and Palwal, and 3 in Mumbai. To enhance surgical capacities, creation of two additional operation theatres both in Raipur and Palwal, as well as one more in Mumbai. This expansion can be complemented by an increase in the number of beds, suggesting the addition of 20 beds in Raipur and Palwal, and 10 beds in Mumbai, ensuring a more extensive reach and impact for the hospitals.



## Photographs

