Message from CEO

Dear Friend,

I hope this letter finds you safe and healthy!

The COVID-19 second wave in the country once again created a havoc amongst people and affected the normal functioning of lives to a great extent. Indeed, it has been a challenging time for all of us dealing with the sudden realization of uncertainty in life, coping with pain and agony, and witnessing loss of many lives. Yet it has been a resilience building phase for all of us, safeguarding lives of people, adhering to COVID Appropriate Behaviors, endorsing trust and faith towards the Nation’s fight against COVID-19.

These are turbulent times which sometimes feel like straight out of a fiction movie. The COVID-19 pandemic has caused much suffering and loss all over the world. With a far fiercer second wave, India
witnessed sharp rise in new infections and daily deaths. The most impacted states are taking every possible measure to contain and limit the spread. We can only pray and hope that the situation improves. Our colleagues and families at LEHS|WISH are all safe and we hope you and your loved ones stay safe too.

A few months ago, COVID may have felt like a distant threat, but now it has hit closer to home. My prayers are with all, who are sick or are caring for loved ones. I am amazed and grateful to witness the resilience, kindness and compassion everyone has demonstrated in the face of this crisis.

Never in the history of humankind, we can find an example where all roads to survival are almost blocked; a near shutdown of the world, and the economy. Whilst, the full impact of the pandemic is yet to unfold, I am confident that we will come together in solidarity, support each other in restoring and rebuilding our lives.

The importance of a robust healthcare infrastructure and the indispensable role of human resource in healthcare has gained much attention during this crisis. We always make a conscious decision to be part of the solution. In the first phase of the pandemic, we supported the state governments through awareness programs; distribution of materials like sanitizers, PPE kits; capacity building of the health workers; and creating isolation wards, to name a few. During the second wave, we needed advanced support. We therefore revised our strategy and deployed all our expertise and resources to extend support in managing COVID-19 on the ground. We started setting up COVID-19 centers and supplies of medical equipment to various hospitals in our intervention states: Madhya Pradesh, Delhi, Assam, Rajasthan, and Uttar Pradesh, and we also extended our cooperation to support states like Tamil Nadu and Maharashtra that were most impacted.

I am indebted to the kind support of the national and state governments, our donors and funders that include individuals and corporates, who came forward to support us when we needed them the most.

I am equally inspired by the deep commitment of our team members, especially the frontline workers, who, selflessly and tirelessly, worked day and night to mitigate the suffering of the COVID patients. I am completely in awe of their passion and commitment. All this could not have been possible without the support and guidance of all our stakeholders. My heartfelt gratitude to them!

Thank you
With Faith and Gratitude!

Rajesh Ranjan Singh

Our Program Footprints

COVID Initiatives

LEHS|WISH responded to COVID-19 crisis with an advanced strategy and launched a worldwide campaign – Curb the Surge and Save Lives: Help India Now! – to raise funds to provide essential resources and services to the affected in its intervention states.
In Madhya Pradesh, the LEHS/WISH-supported COVID Care facility in Bhopal was inaugurated on May 15, 2021, by the Medical Education Minister, Shri Vishvas Kailash Sarang. This center will serve as a Step-down Unit dedicated to providing health support to individuals recovering from COVID-19 infection. This model will help reduce the burden on secondary and tertiary care. Approximately, 120-150 moderately/severely ill Covid-19 patients stabilized at Dedicated COVID Hospital (DCH)/Dedicated COVID Health Centers (DCHC) will receive quality care in the 10 bedded Step-Down facility in about four months.

In Assam, LEHS|WISH joined hands with the National Health Mission (NHM) Assam, Directorate of Health Services (Family Welfare) DHS(FW), film fraternity of Assam, and the State Immunization Team to promote COVID Vaccination in the state. A Theme Song on COVID Vaccination was produced and telecast across satellite channels. An inspiring event for people to get ‘sleeved up’ and vaccinated was organized where the song was launched jointly by the NHM and DHFW, crossing 5,00,000 viewership. The song is sung by renowned singer, Mr. Zubeen Garg. Listen to the COVID Vaccination Drive Song.

Hundreds of renowned actors, actresses, directors, producers and technicians also lent support to the COVID vaccination mission by getting vaccinated at the prestigious 'Jyoti Chitraban'.

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In addition to the regular sensitization sessions organized by COVID Sakhas and Sakhis, various wellness activities, such as fun games were also conducted across the tea estates for the healthcare staff, adding much to their happiness. These infotainment models yield high impact and higher message recall.

LEHS|WISH has been supporting the Delhi government through the supply of COVID-19 protection materials, such as PPE kits and sanitation items. So far, around three lakh protection materials have been distributed at 482 Aam Aadmi Mohalla Clinics (AAMC). LEHS|WISH has also provided the AAMC staff with a supply of twenty-five thousand pairs of Latex non-sterile examination gloves to 146 AAMCs. This support is provided under the GSK Supported project, ‘Healthcare Emergency Response to Contain Covid-19 Pandemic by Strengthening Community Based Management and Referral Care System in Delhi’.

Healthcare Innovations

HCPs Using Smart Clinic 3-Tab Application in Mohalla Clinics
Digital transformation is the key to strengthening the healthcare system of India. To achieve digital transformation, LEHS|WISH has created a Smart Clinic 3-Tab Application (app) for the Government of National Capital Territory of Delhi (GNCTD), which can be used on tablets. The app will provide an interface between AAMC doctors, Mohalla Clinic Assistants (MCAs), and Pharmacists. Using the app, the MCAs will be able to register the patients online; the doctors will provide consultation and prescribe medicines, which will get reflected on pharmacists’ tab for dispersal. The app will generate Electronic Health Records (EHR) for each patient. LEHS|WISH, in collaboration with the State AAMC Cell and GNCTD, has rolled out this app at 45 AAMCs in Delhi on a trial basis. On completion of the successful trial run, the app will be rolled out to all 495 AAMCs across Delhi.

LEHS|WISH Assam has been supporting the healthcare system in the state by introducing modern and progressive strategies. The Health and Wellness Centers (HWCs) are now being implemented at the tea estate clinics. This model is now getting scaled up to twenty-one tea estates owned by Amalgamated Plantations Private Limited (APPL).

LEHS|WISH is an institutional partner to the National Health Authority’s (NHA) National Innovation Unit (NIU) to digitalize the health sector and transform the healthcare space. NHA NIU is pushing the implementation of EMR/EHR in Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB) PM-JAY hospitals. Also foreseeing the potential of scale-up in many start-up innovations, the NIU team works as an interface between the start-ups and the funders (national and international).

The NIU is also working closely with the Stanford-India Bio-design (SIB) program in this respect. To deploy high-impact healthcare solutions to accelerate India’s efforts in response to COVID-19 pandemic, a Healthcare Blended Finance Facility (BFF), SAMRIDH, has been launched with support from the United States Agency for International Development (USAID), and in technical collaboration with IIT-Delhi. NHA-NIU shall be leading the project in India. The website of SAMRIDH has gone live recently; and can be accessed at: https://www.samridhhealth.org/
As LEHS|WISH is committed to complement national response to safeguard the lives of pregnant women and the new born babies, various initiatives undertaken are strengthening the capacities of the general healthcare providers.

In Madhya Pradesh, LEHS|WISH provides technical support to the Department of Health and Family Welfare, Government of Madhya Pradesh. The Surakshit Matritva Ashwashan (SUMAN) – ICCC (Integrated Command Control Center) focuses on assuring delivery of maternal and newborn healthcare services promoting access to free services with high quality and respect for women’s autonomy, dignity, choices and preferences. LEHS|WISH Technical Support Team is capacitating the State and District level staff of SUMAN-ICCC and its helpdesk to improve the quality of tele services through a systemic approach and addressing the critical issues of Pregnant Women (PW). The team also analyzes the call data, and the information is used in improving the quality of services for Antenatal Care (ANC) and High-Risk Pregnant Women (HRPWs).

LEHS|WISH works in close coordination with the Government of Assam towards ensuring effective operationalization of eSanjeevani across the state. LEHS|WISH is capacitating CHOs, MOs, government officials from across the state. Another unique initiative is to capacitate the tea estate functionaries on eSanjeevani and its functionalities. A total of one hundred and fifty PPP Tea Estate Hospital functionaries have been trained. LEHS|WISH has played a crucial role in establishing the State Telemedicine Hub at the NHM Head Office. Foreseeing more teleconsultations in the coming months, LEHS|WISH, along with the APPL, has developed the second State Telemedicine Hub at the Referral Hospital and Research Center (RHRC), Chabua. The efforts have impacted lives of tea gardeners and contributed towards enhancing the state’s status of teleconsultation usage.

LEHS|WISH has been supporting to improve the overall Urban Health indicators for Assam, but specifically supports NHM Assam in strengthening the community mobilization and active engagement towards health planning across urban slums, and vulnerable areas of Kamrup (M). Intending to strengthen the
Mahila Aarogya Samiti (MAS), and decentralized health planning, LEHS|WISH is providing technical support to the Assam government in developing health guidelines.

LEHS|WISH Rajasthan, in partnership with the National Health Mission, GVK, and Rajasthan Medical Services Corporation Limited, provides technical support for initiating COVID Tele Counseling services as additional health helpline services by using the 104 platform. These services have been initiated with support from MBBS intern doctors, identified by NHM from SMS Medical College, Jaipur. These doctors were trained on providing callers friendly responses and recording the data. The trained doctors addressed queries raised by the communities effectively. Along with responding to the regular calls on COVID, the latest information on Black Fungus is also being addressed by these trained doctors. Since Black Fungus is now on the surge, LEHS|WISH is also developing specific IEC material on it to create awareness.

Through this initiative, sixteen hundred calls were responded by the trained doctors. A large portion was made by COVID-positive patients to get counseling on how to manage their health conditions, and get their myths and misconceptions clarified. These call centers are functioning 24X7.
Capacity Building

Madhya Pradesh has Maternal Mortality Ratio (MMR) of 173 per 100,000 live births—the third highest in the country. Consequently, in order to improve the ANC coverage and timely identification and management of HRPWs for strengthening MH services, the quality of Reproductive and Child Health (RCH) portal data is of prime importance. LEHS|WISH Madhya Pradesh provided technical support to NHM, MP, for improving the State’s health outcomes and the quality of RCH portal data. LEHS|WISH team is supporting the Maternal Health (MH) division of NHM in terms of improving data quality, training of district and block personnel for improving MH service delivery, quality assurance of services through regular monitoring of training quality and tracking the MH services. The team also facilitates discussions with NHM IT team and Madhya Pradesh Agency for Promotion of Information Technology (MAPIT) for RCH portal improvements.

Such initiatives acted as a catalyst enhancing access to RCH portal by pregnant women. Out of a total estimated 23 lakh Pregnant Women (PWs) for the FY 2020-21 in the state, 73 percent of them were registered on the RCH portal. Total 2,38,633 HRPWs were registered on the RCH portal from April I, 2020 to 31st March 2021, and out of these, 57.8 percent HRPWs were timely managed through health workers at an appropriate facility.

In Delhi, to accomplish the National Digital Health Blueprint (NDHB) agenda, LEHS|WISH launched the 3-Tab training module in the AAMCs as a prerequisite to roll out the Smart Clinic Application (3-Tab). LEHS|WISH, in collaboration with the State Nodal AACMC cell, capacitated the clinic staff to use the application effectively, and enhanced their efficiency in providing services to more patients.

A total of eighteen training sessions were organized to build the capacities of AAMC staff on the use of 3-Tab Module. Altogether, six hundred and thirty-nine Doctors, MCAs, and Pharmacists from across two hundred and two AAMCs were trained on using the 3-Tab Application.

In Rajasthan, responding to the emerging Black Fungus outbreak in the state, LEHS|WISH in coordination with the Medical College and NHM, initiated the capacity building of health officials and doctors, enabling
them to acquire the accurate information about the virus. Four hundred and sixty-seven District Officials and ENT doctors participated on a short notice.

**Awards and Recognitions**

LEHS|WISH bagged the ‘Healthcare NGO of the Year Award’ in Assam, for taking primary healthcare beyond the government sector at the ‘Healthcare Excellence Awards 2021’, organized by the reputed media group, News 18 Network. It was awarded in recognition of various healthcare activities undertaken by LEHS|WISH in the tea estates and urban areas. The award was received by the CEO, LEHS|WISH, Mr. Rajesh Ranjan Singh, from the Deputy High Commissioner of Bangladesh. This is the second award after the ‘Certificate of Appreciation awarded by the Assam government for LEHS|WISH’s various COVID response activities.

It is a matter of great pride that two of the LEHS|WISH managed PHCs, namely, Bhadoti in Sawai Madhopur district, and Odda in Rajsamand district of Rajasthan are awarded with the certification of National Quality Assurance Standards. Ever since their take-over by LEHS|WISH in July 2015 in Public-Private Partnership mode, the PHCs have demonstrated improved quality of service delivery. As a result, these PHCs also received NABH (National Accreditation Board for Hospitals and Healthcare Providers) certification in the year 2019. The NQAS accreditation is a way towards bringing sustainability in the efforts made by LEHS|WISH during its last five years of operation at these facilities, and it also attests to their good work in improving primary healthcare in Rajasthan.

**Impact Stories**

1. **Doctor Ruchika Singh: Born to Serve**

   This is the story of a young doctor, Ruchika Singh, from Bilkisganj PHC, district Sehore, Madhya Pradesh. Looking at the dire situation of home isolated COVID positive patients, she took upon herself to provide treatment through teleconsultation following the eSanjeevani OPD guidelines issued by the Madhya Pradesh government. Medical service is not only her profession, it is her passion. So, she also provided mental health support to the patient and his family during this difficult time. LEHS|WISH, with the support of CDAC Mohali, has been

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**Dr. Ruchika Singh Conducting a Teleconsultation**
providing capacity building to the doctors in all 51 districts of Madhya Pradesh. Dr. Ruchika Singh is one of them. She is a prime example of combining passion with technology for the larger social good. She is a hero for her community, a messiah for her patients, and the pride of our nation.

2. TeleConsult: A Gamechanger for the Health Seekers!

Vinayak Bhatt, aged 72 years, was alone, struggling with his abdomen pain all by himself. He had no one by his side; he was perturbed, perplexed, confused, and in pain. He did not know where to go, what to do; such was the impact of the lockdown. Only one thing was by his side – Mr. Bhatt was digital savvy, and connected on social media platforms. He searched on Facebook for help, and he got information from the Facebook page of the Directorate of Health Services, Madhya Pradesh, about the eSanjeevani Telemedicine OPD services. He downloaded eSanjeevani OPD App, and initiated his first consultation. He got connected with Dr. Ruchika, who provided treatment and e-prescription to Mr. Bhatt. But more than the medicine, it was the counseling and motivation that helped him to cope with his illness and pain, and COVID fear. He also got appropriate advice regarding COVID vaccination and adequate information on protection from the virus. After the consultation, he was cured and happy.

Such is the power of teleconsultation, and the power becomes manifold stronger when you have a compassionate doctor like Ruchika to consult with!

3. Where There is a Will, there is a Way

Mr. Kailash, aged 78 years, was already under treatment for Gastroenteritis. But he was not able to visit the hospital due to lockdown. Hence, he was not able to get clarity on the drugs to be continued, which were already prescribed by his doctor. With the support of his grandson, he used the eSanjeevani OPD. Dr. Ruchika provided consultation and gave clarity on all his requirements and queries, and also shared about the benefits of COVID vaccination, and motivated him to go for vaccination. Lockdown or no lockdown, where there is a will, there is a way! This is a popular saying, but it was proven by people like Dr. Ruchika.
4. Madhya Pradesh eSanjeevani Initiative takes Health System to a New Level!

Dr. Ruchika has treated around one hundred and seventy-eight patients till now. She acknowledges the efforts of LEHS|WISH, which is implementing teleconsultation services in the state of Madhya Pradesh through eSanjeevani. Above all, the efforts of the Government of Madhya Pradesh need to be applauded for their commitment to transforming the health system of MP. eSanjeevani is one such initiative that has helped the communities immensely during these tough times. It has also brought an end to the entire layer of local quacks. Now, you can remain in the comfortable environment of your home with no worries of infection, and yet get the best medical advice from the best health professionals through these teleconsultations.

PS: All pictures included in this Newsletter depict various LEHS|WISH program implementation