

**IMPACT ASSESSMENT OF SUPPLY, INSTALLATION &
COMMISSIONING OF FULLY EQUIPPED MODULAR
OPERATION THEATRE (OT) AT ROTARY AMBALA
CANCER & GENERAL HOSPITAL, AMBALA (RACGH)**

Sponsored by



POWER FINANCE CORPORATION LIMITED

Conducted by:

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Executive Summary

The Power Finance Corporation Limited (PFC) had sanctioned a Financial Assistance up to Rs. 1.18 Crore to the Rotary Ambala Cancer and General Hospital (RACGH), Ambala (Haryana) for fully equipped modular operation theatre (OT) equipment under its CSR initiative.

A research has been undertaken to study the impact of fully equipped modular theatre equipment in general and specifically on the life of the patients. The survey conducted in Ambala included a total of 105 respondents, consisting of various stakeholders from different groups. Majority of the respondents include the categories of nurses and OT technicians, the second-largest group being the bystanders, visitors, and attendants. The hospital administration staff contributed the third category while the patient group was the fourth categories to be included in the survey. A group was doctors and surgeons were also a part of diverse group and a gender distribution of females with 55% along with the males at 45% were a part of the survey.

On the basis of the detailed analyses of the questionnaire administered to the various stakeholders and in-depth discussion with some of the significant stakeholders, the following findings have been drawn from the outcome of the study to address challenges of the existing system in order to improve the quality of the treatment.

Enhanced Healthcare Accessibility

The installation of the fully equipped modular OT has significantly increased patient access to quality care at RACGH. Over last three years, the hospital witnessed a rise in admissions, primarily benefiting low-income groups. The modular OT has also drawn patients from neighboring states like Punjab, Himachal Pradesh, and Uttar Pradesh, enhancing the hospital's reputation as a regional healthcare hub. This expanded reach demonstrates the project's success in improving healthcare accessibility and addressing regional disparities in cancer and surgical care.

Improved Surgical Efficiency

The modular OT at RACGH has significantly improved surgical efficiency, with a 42% increase in the number of monthly operations, demonstrating the enhanced capacity of the facility. The reduction in waiting times and the optimization of workflows contribute to faster,

more dependable treatments. These improvements not only benefit patients by minimizing delays but also enhance operational productivity for doctors and nurses, enabling the hospital to better meet the healthcare needs of the community.

Elevated Patient Satisfaction

Patient feedback indicates a substantial improvement in satisfaction levels following the installation of the modular OT. Enhanced cleanliness, improved safety measures, and effective surgical procedures have bolstered patient trust. A remarkable 88% of surveyed patients expressed their willingness to recommend RACGH based on their experience. This positive sentiment underscores the hospital's success in building a reliable and patient-centered healthcare environment.

Support for Specialized Cases

The modular OT has significantly enhanced RACGH's ability to manage specialized and complex surgeries. By equipping the hospital with state-of-the-art technology, the initiative has improved doctors' ability to perform challenging procedures. This advancement has boosted the hospital's reputation and instilled confidence among medical professionals, creating an environment of professional excellence and patient trust.

Conclusion

To maintain its competitive edge and meet evolving medical needs, RACGH should periodically upgrade its modular OT equipment. Regular technology assessments and strategic investments will help sustain the facility's status as a leading healthcare provider.

Chapter 1 Introduction

“ Of all the forms of inequality, injustice in health care is the most shocking and inhumane.”- Martin Luther King Jr.

Background

Healthcare is a critical pillar of any nation’s development, not only in terms of improving health but also a key driver of economic growth and employment. Globally, the healthcare industry is the 5th largest employer in terms of human resources. Despite being the world’s fifth-largest economy that has made significant progress over the past few decades, India still ranks 145th out of 195 countries in the healthcare access and quality index. The healthcare industry not only contributes significantly to healthcare services but also provides a massive amount of national economy and employment.

The Power Finance Corporation has signed an MoA with Rotary Ambala Cancer & General Hospital (RACGH) with the program sponsored with Corporate Social Responsibility (CSR) funds on specific parameters to improve healthcare services, palliative care services, and medical aids. Healthcare services play a pivotal role in ensuring timely and high-quality medical care. RACGH serves as a key healthcare institution offering critical care and oncology services.

Recognising the need, PFC funded the fully equipped modular OT for the high-end equipment that would upscale the hospital into a tertiary care facility. The equipment proposed is: 1. anaesthesia workstation; 2. a ventilator; 3. a monitor; 4. C-arm; 5. an OT table; 6. OT lights; and 7. a surgical diathermy machine.

The hospital caters to people from rural and urban areas in and around Ambala, Haryana, Uttar Pradesh, Punjab, and Himachal Pradesh, and often the hospital receives patients from Rajasthan and New Delhi as well. A lot of people from outstation come to the hospital for cancer-related care. Being the only cancer and multi-speciality hospital in the Ambala Cantonment, a lot of people depend on it and trust it.

Objectives of the study

The objectives of the impact assessment are the following:

1. To assess functionality of fully equipped Modular Operation Theatre (OT) in RACGH, and
2. To assess the benefit of the interventions to various stakeholders of the activities.

Key Stakeholders for the Study

The relevant stakeholders were identified for the study purpose. They were (1) The key officials of RACGH, and (2) The patients and their families who utilized/utilize the hospital services.

Conclusion

The objectives of the study have been provided in the chapter. To have a better understanding of the study, key stakeholders have been identified, and a brief is written about them. The goal of CSR and the role of PFC are also being highlighted. Highlighting the contribution of RACGH, which provides cancer treatment and multi-specialty services to the local population at affordable prices, has been covered in the chapter.

Chapter 2 Research Process, Methodology and Research Approach

This chapter presents the framework, methodology, and approach adopted for the impact assessment of the CSR project at RACGH. It outlines the use of the OECD-DAC criteria—relevance, effectiveness, and sustainability—and details the mixed-methods research design, including desk reviews, in-depth interviews, and structured surveys.

Method of Evaluation

For the impact assessment, the study used the framework exhibited in Figure 2.1. The criteria adopted is that of the Organisation for Economic Co-operation and Development (OECD) – Development Assistance Committee (DAC) Framework. As per the needs of the study, we considered only three parameters, which are: relevance, effectiveness, and sustainability.

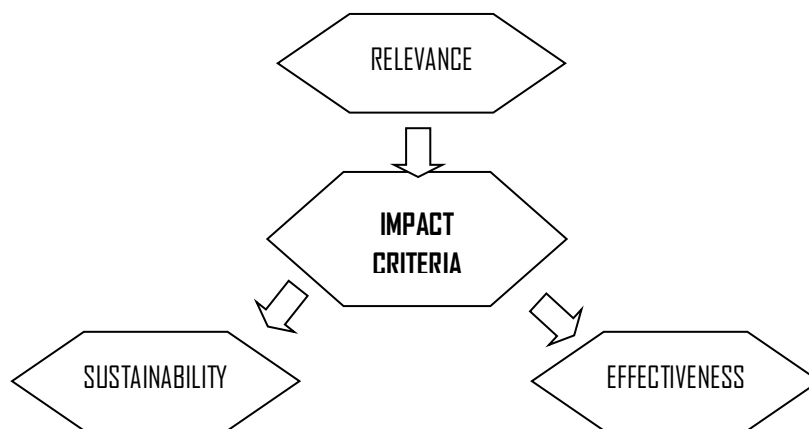


Figure 2.1: Impact Framework adopted by OECD- Development Assistance Committee (DAC)

Considering the above framework, the desk review of the project activities been considered to identified the various activities and to identify the targeted stakeholders.

Methodology

To meet the objectives and collection of data related to above factors, both primary and secondary data sources have been used in the study. The study is mixed in nature, viz namely a combination of qualitative and quantitative. Research methods that are going to be used for the study purpose are 1. Desk Review, 2. In-depth Interviews (IDIs) with key stakeholders and 3. Survey of the stakeholders with the help of a structured questionnaire. (Presented in Annexure I)

An explorative research has been conducted to understand the nature, design, and aspects of implemented projects for which impact assessment has to be done. This was completed primarily through desk review.

Desk Review

Desk Review of the existing documents has been done during the study. The list includes;

1. Structured questionnaire (Annexure I)
2. Photograph of the implemented project (Annexure II)

In-Depth Interviews with the Stakeholders

Structured questionnaire has been used for survey method and IDIs have been used to understand the impact of the project. A questionnaire has been prepared and exhibited in Annexure I. The questions are primarily quantitative in nature, framed on a likert scale of high (1) to low (5).

Research Approach

1. The primary focus of the impact assessment is the beneficiaries of the project.
2. The project is assessed in terms of the evaluation criteria of relevance, effectiveness, and sustainability.
3. The qualitative data analysis and its inference aimed at expressing the relevance of the project.
4. The framework for assessing the impact follows a modified version of the OECD-DAC framework for the evaluation of developmental and humanitarian projects.
5. The impact study adopted a four-phase structured methodology for evaluation as exhibited in Figure 2.2.

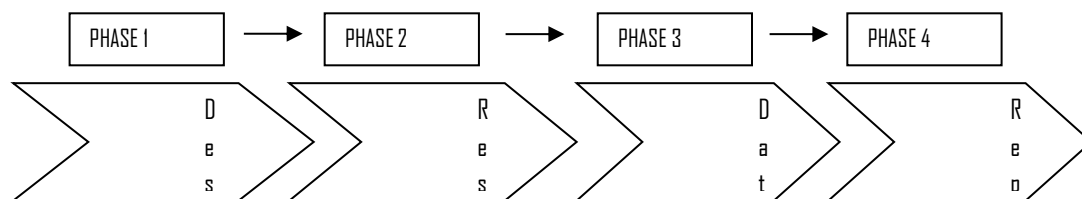


Figure 2.2 Research Methodology

The CSR project of PFC for RACGH follows a structured methodology divided into four key phases. First, a desk review is conducted to analyze existing reports, policies, and relevant data to understand the present situation. In the next phase, an approach and research methods framework is designed, including questionnaires, and interview scheduled which will be used for data collection. During the data collection and analyse phase, primary data has been gathered from staff, visitors, patients, doctors and stakeholders and analyzed using appropriate tools. Finally, in the report writing stage, findings have compiled into a comprehensive report with actionable insights and recommendations to document the impact.

Conclusion

This chapter provides a detailed overview of the research process, research approach and methods undertaken to elaborate the methodology adopted for the study. The sources of the secondary data been reviewed during the study has been listed.

Chapter 3 Desk Research

This chapter presents the analysis of the Desk Research conducted as the initial step. The documents shared with the organization, have been analyzed using content analysis. The significant observations have been presented in this section.

Desk Review

Introduction to PFC's CSR Initiative

The following equipment have been supplied, installed and commissioned in the fully modular equipped OT:

Sr. No.	Equipment
1	Patient Monitor
2	Three Gas Anesthesia System
3	Mobile HF C-Arm FPD System
4	Ventilator
5	Double Dome OT Light
6	Electrohydraulic Operating Table
7	Vessel Sealing System with monopolar and bipolar accessories

Impact of Modular OT on Patient Growth at RACGH

According to the available data (Annexure VII), the number of patients coming to RACGH from outside Ambala has seen significant growth over the past few years. Before the installation of the modular OT, the hospital received 1,838 patients previously. This number increased by 45% in 2021-22, reflecting the rising awareness of the hospital's cancer care

services. The growth continued in 2022-23, with a 51% increase. By 2023-24, the influx further has risen by 15% patients. This trend indicates that information about the hospital's specialized cancer care spread quickly, leading to a steady rise in the number of patients from outside Ambala.

Impact of Modular OT: Surge in Low-Income Group Patients at RACGH

According to Annexure VII, before the implementation of the modular OT, the hospital received 129 patients from the low-income group. After the OT's implementation, this number increased by 71% in 2021-22. In the following year, 2022-23, it grew further by 118.5% patients. By 2023-24, the number has risen and reflecting a 132.71% increase in patients. This data indicates that the majority of patients visiting the hospital belong to the low-income group, accounting for approximately 90% of the total patients, while the remaining 10% come from middle and higher-income groups.

Patient Demographics: Rising Trends in Male and Female Admissions at the Hospital

According to Annexure VII, the patients are divided into two categories: males and females. Before 2021, the hospital had received 13,750 male patients. In 2021-22, this number increased by 21% patients. The growth continued in 2022-23 with a 17% rise, and by 2023-24, the number further increased by 16% for male patients. Similarly, the hospital treated 15,391 female patients before 2021. In 2021-22, the number of female patients grew by 21%. In 2022-23, it increased by 14%, and by 2023-24, it further has risen by 13% female patients. This data indicates that both male and female patients are increasingly seeking treatment at the hospital.

Age-Wise Patient Trends: Growth in Admissions Across All Age Groups at the Hospital

The data (Annexure VII) reveals a classification of patients based on age groups. For patients aged 0-20 years, the hospital received 2,980 patients before the project. In 2021-22, this number increased by 46%. The following year, 2022-23, saw further growth with marking a 43% increase, and by 2023-24, the count has risen and reflecting an 11% increase.

For the 21-40 years age group, the hospital initially treated 11,954 patients. In 2021-22, this number grew by 15% patients. In 2022-23, the patient count increased by 9.5%, and by 2023-24, it further has risen by 18% patients.

Among patients aged 41-60 years, the hospital received 9,082 patients before the project. In 2021-22, the number increased by 18%, followed by an 11% increase in 2022-23. By 2023-24, the percentage increase by 10%.

For patients above 60 years, the hospital initially treated 5,125 patients. In 2021-22, this number has risen by 24% patients, with the following year, 2022-23, seeing an increase of 18%. By 2023-24, the count further increased by 17%, reaching 8,868 patients. This data highlights the growing demand for treatment across all age groups at the hospital.

Trends in Cancer Patient Admissions for Surgery: Impact of Modular OT Installation

Before the installation of the modular fully equipped operation theater, the hospital received only 70 cancer patients (Presented in Annexure VII) for operations due to a lack of facilities and equipment. However, after the new setup was introduced, the number of patients has risen to 105 in 2021-22, reflecting a 50% increase from the previous year. In 2022-23, the hospital treated 83 patients, representing a 20% decrease compared to the prior year. By 2023-24, the number further declined to 35 patients, marking a 35% decrease from the previous year.

C-Arm Utilization Trends: Monthly Patient Usage Before and After Implementation

The usage days of the C-Arm machine per month reflect its frequency of use over time in Annexure VII. Before its implementation, the machine was utilized for 6 patients. In the subsequent year, 2021-22, this number increased by 33%, totaling 88 patients. However, in 2022-23, the usage has risen further to 11 patients, marking a 37% increase. In contrast, the following year, 2023-24, saw a decline in usage, with the machine being used for only 10 patients, which is a 9% decrease from the previous year.

Trends in Diathermy Usage: Monthly Patient Counts Before and After Project Implementation

According to the Annexure VII, the usage of diathermy for patients has shown a positive trend over the years. Before 2021, the machine was used for 26 patients per month. After the implementation of the project, usage increased by 11% in 2021-22, reaching 29 patients. In 2022-23, there was a further increase of 37%, bringing the total to 40 patients. By 2023-24, the number has risen again by 30%, totaling 52 patients per month.

Monthly Surgical Operations: Growth Trends Before and After Project Implementation

The number of operations performed per month at the hospital has shown significant growth (Presented in Annexure VII) since the implementation of the project. Before the project, the hospital received 30 patients for operations each month. In 2021-22, this number increased by 6%, reaching 32 patients. The following year, 2022-23, saw a substantial increase of 31%, bringing the total to 42 patients. By 2023-24, the number has risen further, reflecting a 42% increase to a total of 60 patients per month.

Trends in Cancer Screening and Early Detection: Patient Growth Before and After Project Implementation

Cancer screening and early detection efforts have demonstrated a gradual increase in patient numbers over the years (Presented in Annexure VII). Before the implementation of the project, the hospital screened 87 patients. In 2021-22, this figure increased by 3%, resulting in a total of 90 patients. The following year, 2022-23, saw a 4% increase, bringing the number to 94 patients. By 2023-24, the number has risen again by 6%, reaching a total of 100 patients.

Conclusion

This chapter outlines the significant impact of PFC's CSR initiative at RACGH in Uttar Pradesh, focusing on the installation of a fully equipped modular operation theater based on data as provided by PFC & RACGH (exhibited in Annexure VI & VII). It details the remarkable increase in patient numbers, especially among low-income groups, and highlights the growth in both male and female patients across various age demographics. The chapter also emphasizes the enhanced operational capabilities of the hospital, including increased surgeries and equipment utilization, showcasing the initiative's effectiveness in improving cancer care accessibility and awareness in the community. Overall, it reflects PFC's commitment to social development and inclusive healthcare.

Chapter 4 Empirical Analyses

Analyses of survey respondents by gender & stakeholders group in RACGH

As shown in Figure 4.1, the survey conducted in Rotary Ambala Cancer & General Hospital (RACGH) included a total of 105 respondents, consisting of various stakeholders from different roles. The itemization of responses reveals that the majority of respondents were from the categories of nurses and OT technicians, with 33 females and 24 males, comprising 54% of the stakeholders. The second-largest group was the bystanders/visitors/attendants, with an equal distribution of 6 females and 6 males, amounting to 11.5% of the stakeholders. The hospital administration staff contributed 8 females and 2 males, totaling 9% of the respondents, while the patient group included 10 females and 7 males, totaling 16.2% of the respondents. The smallest group was doctors and surgeons, with 1 female and 8 males, totaling 8% of the respondents. In summary, the survey covered a diverse range of respondents, with a larger representation of females of 55% compared to males 45%, providing valuable feedback from various stakeholders involved in the hospital's OT.

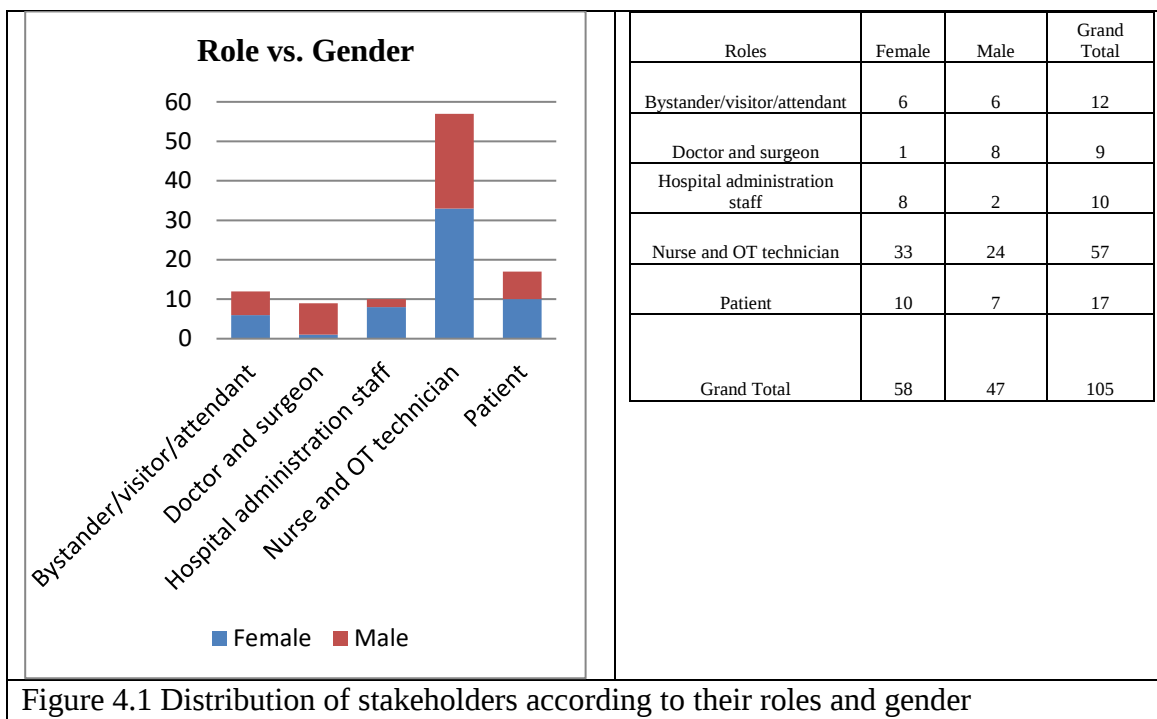
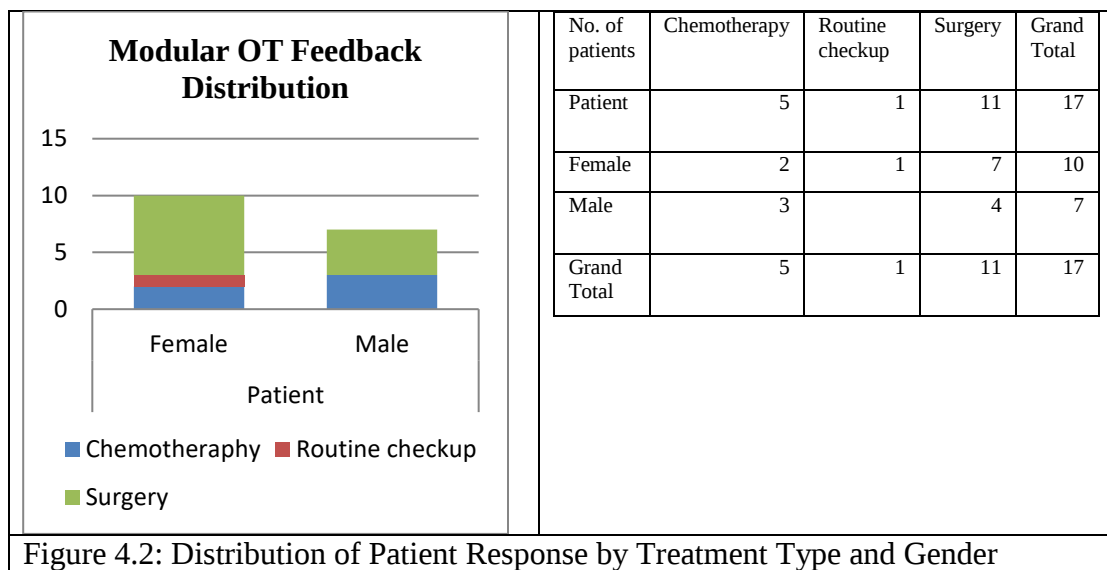


Figure 4.1 Distribution of stakeholders according to their roles and gender

Analysis of Responses from Patients on the Impact of Modular OT Equipments

As exhibited in Figure 4.2, the feedback from respondents on the modular OT equipments at RACGH highlights overall satisfaction with cleanliness, lighting, and the effectiveness of surgical procedures. However, there were mixed opinions on comfort during anaesthesia and minor delays due to equipment issues. The feedback, gathered from 17 patients across chemotherapy, routine checkups, and surgery, reflects moderate satisfaction with the OT's contribution to patient safety and healthcare quality. The gender breakdown shows 10 females and 7 males, with most females commenting positively on process of surgery. This feedback offers valuable insights for ongoing improvements in the hospital's services.



The following section is based on Figure 4.3, the analysis of the feedback on various aspects of OT. The weighted response has been calculated for each questions, measured on a likert scale of 1 (very high) to 5(very low). The weighted score less than 3 represents positive feedback of the participants and higher represents a negative feelings towards the services.

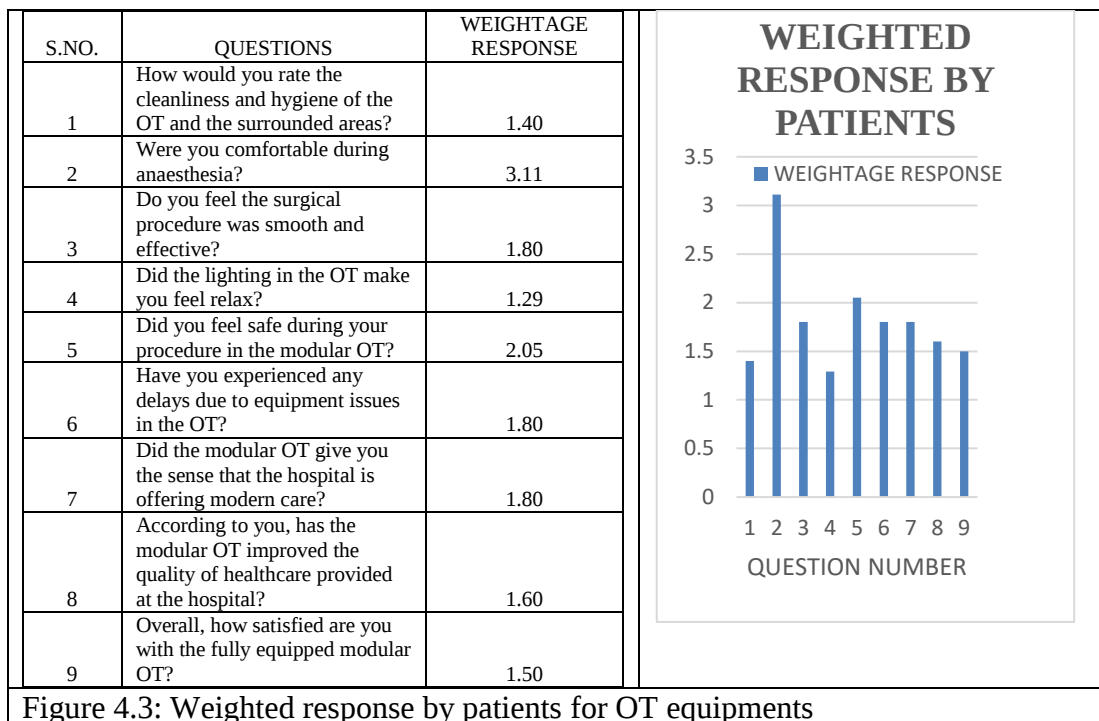


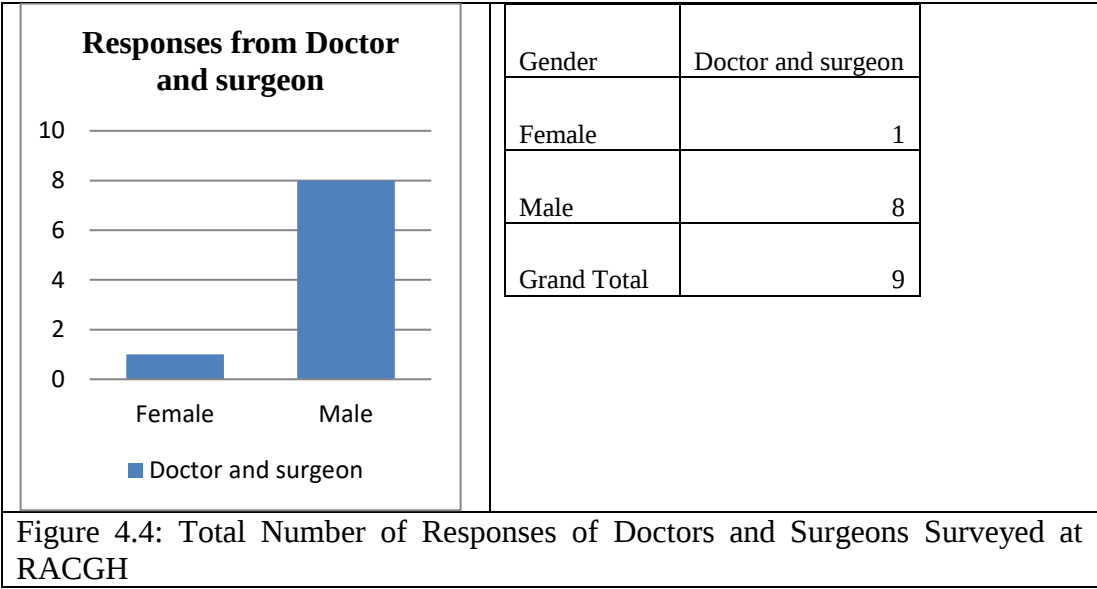
Figure 4.3: Weighted response by patients for OT equipments

As exhibited in Figure 4.3, The feedback from patients reflects a generally positive experience with the fully equipped modular OT. Patients acknowledge the cleanliness and hygiene of the OT and surrounding areas, contributing to a sense of safety during their procedures. The anesthesia experience was comfortable, and the surgical procedures were perceived as smooth and effective. While the lighting in the OT had a limited impact on relaxation, the overall modern infrastructure reassured patients about the quality of care. There were some concerns regarding equipment-related delays, but the modular OT is largely seen as an improvement in healthcare quality. Overall, patients expressed satisfaction with the upgraded OT facilities.

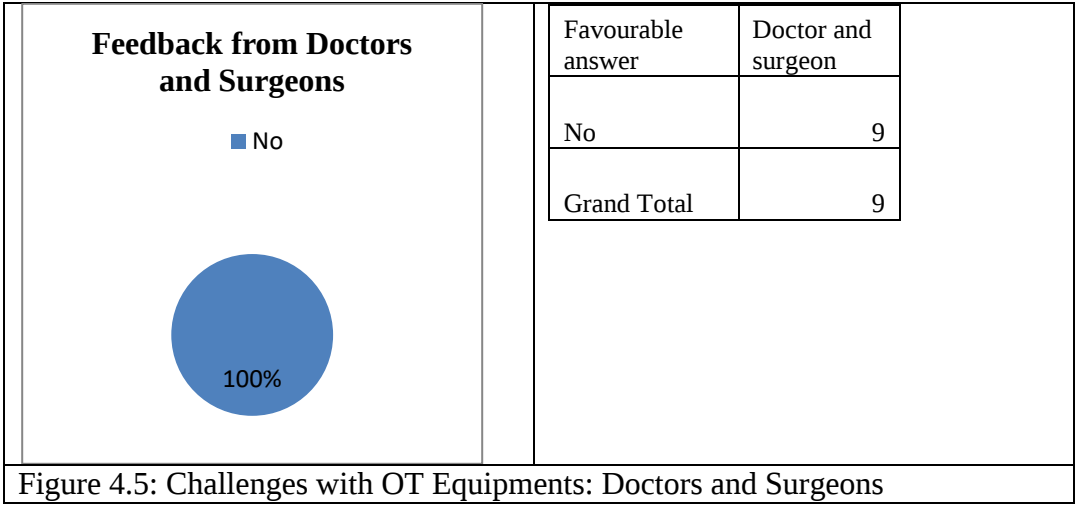
Analysis of Responses from Doctors on the Impact of Modular OT Equipments

Doctors and surgeons regarding the impact of the modular OT equipments on their surgical practices and overall experience. A total of 9 respondents participated in the survey, including 1 female and 8 male professionals. This report analyzes their responses, providing valuable insights into the effectiveness, efficiency, and impact of the modular OT on patient care and surgical outcomes. The data reflects the perspective of medical professionals who are directly involved

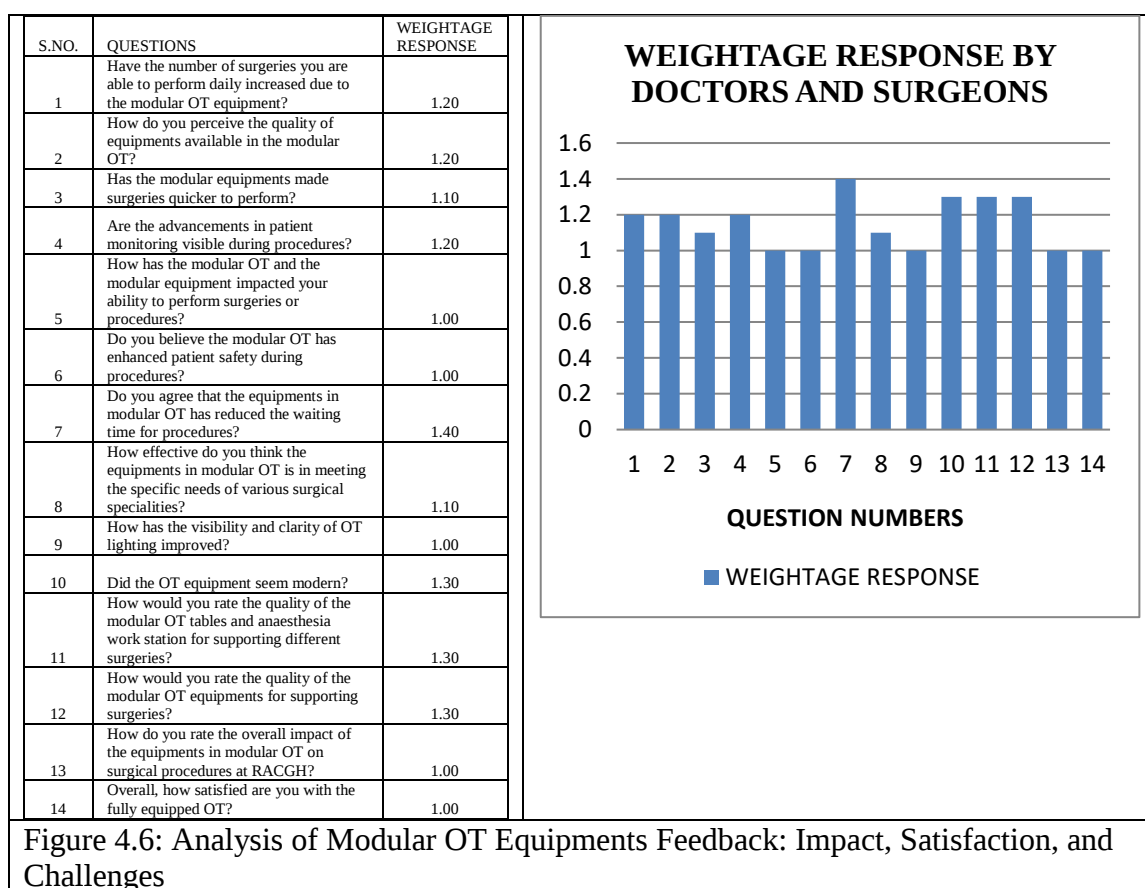
in utilizing the OT facilities, offering a comprehensive understanding of its benefits and areas for improvement.



As depicted in Figure 4.5, when asked about any challenges faced with the modular OT equipment, all the doctors and surgeons unanimously denied the claim. This indicates that the modular OT equipment is functioning effectively without significant issues or obstacles hindering its use. The unanimous response reflects a high level of reliability and user satisfaction, suggesting that the equipment meets the operational and procedural needs of the medical professionals at RACGH.

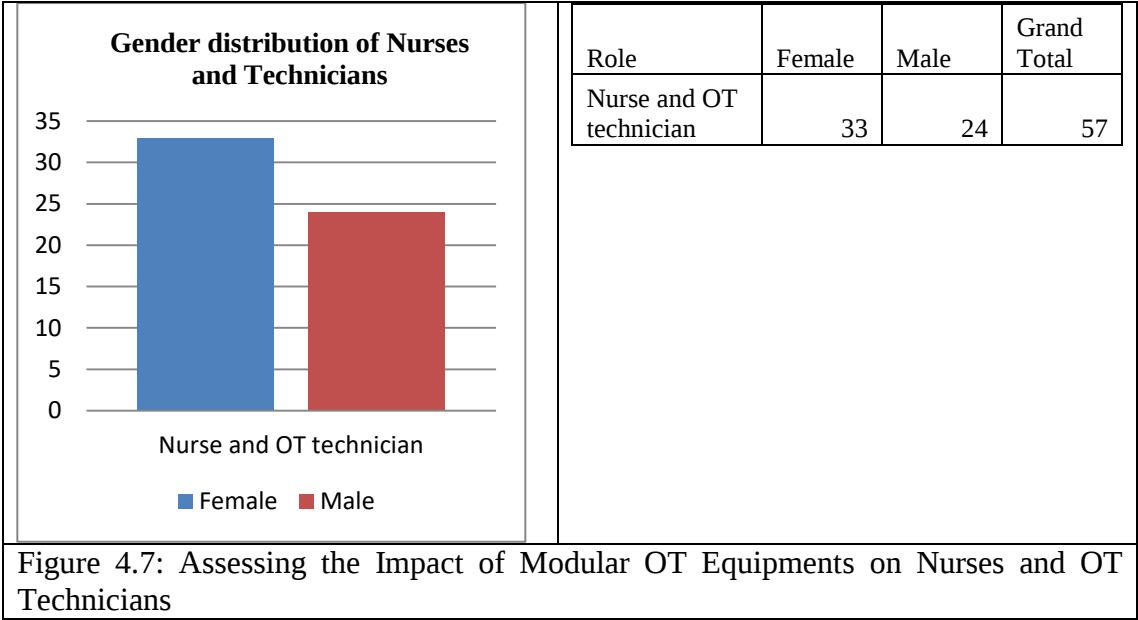


As depicted in Figure 4.6, the feedback from medical professionals highlights a moderate impact of the modular OT equipment on surgical procedures at RACGH. While the equipment is perceived as modern and suitable for various surgical specialties, its impact on increasing the number of surgeries and reducing waiting times appears limited. The advancements in patient monitoring and OT lighting are acknowledged, but improvements in efficiency and workflow remain an area of concern. The modular OT is seen as beneficial for patient safety and procedural effectiveness, though its overall impact on surgical speed and performance is relatively balanced. Despite some challenges, there is general satisfaction with the upgraded OT facilities.



Survey Analysis on the Impact of Modular OT Equipments: Insights from Nurses and OT Technicians

As shown in Figure 4.7, we conducted a survey of nurses and OT technicians to assess the impact of the modular OT equipments on their work environment and operational efficiency. The survey aimed to gather insights from these key healthcare professionals regarding their experience with the modular OT equipments. A total of 57 participants were surveyed, with 33 female and 24 male respondents. Below are the analyses based on the responses we received, which will help us understand how the modular OT has influenced their daily tasks, user satisfaction, and overall efficiency in the operation theater.



As shown in Figure 4.8, the feedback on user experience and satisfaction with the modular OT equipment reflects a generally positive outlook. The equipment is considered functional, user-friendly, and manageable during surgeries, contributing to smoother procedures. The anesthesia workstation and monitoring systems are seen as effective and reliable, enhancing overall surgical efficiency. While there is room for improvement in accessibility and responsiveness, the modular OT setup has been well received. Overall, users express a good level of satisfaction with the fully equipped OT, recognizing its benefits in supporting surgical procedures.

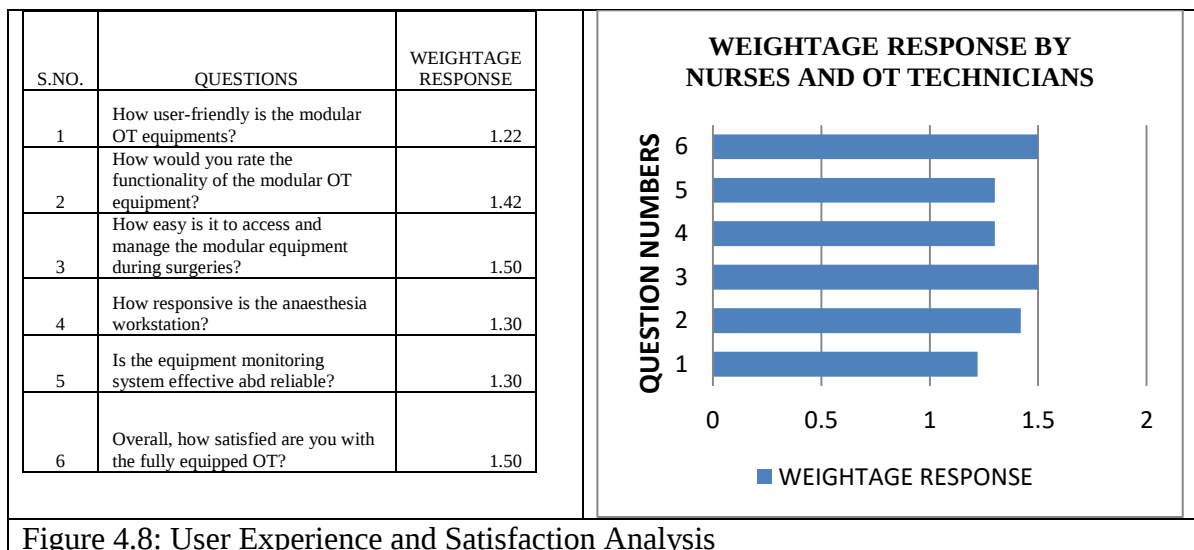
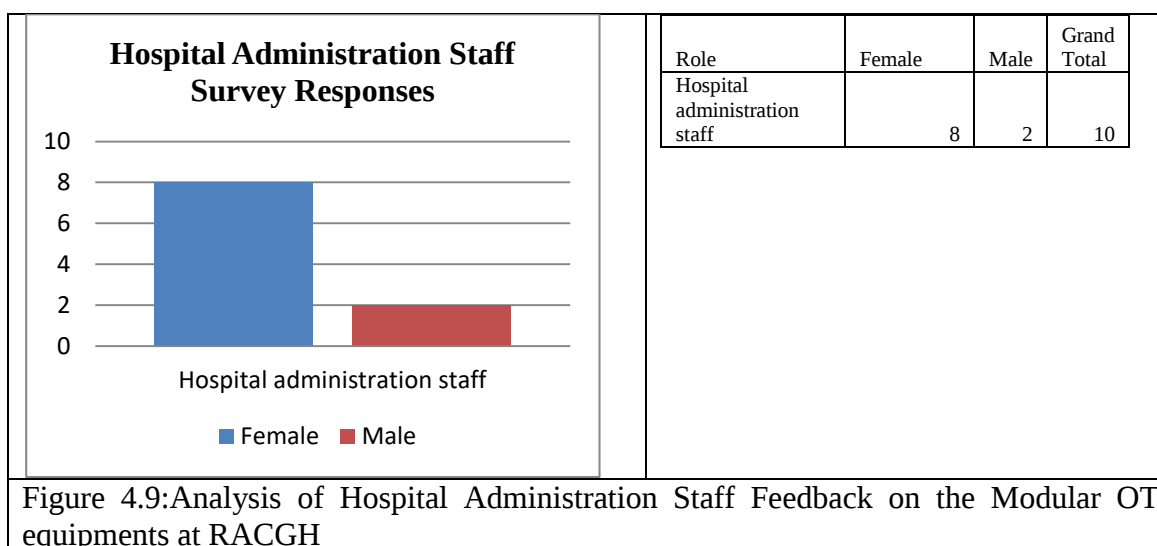


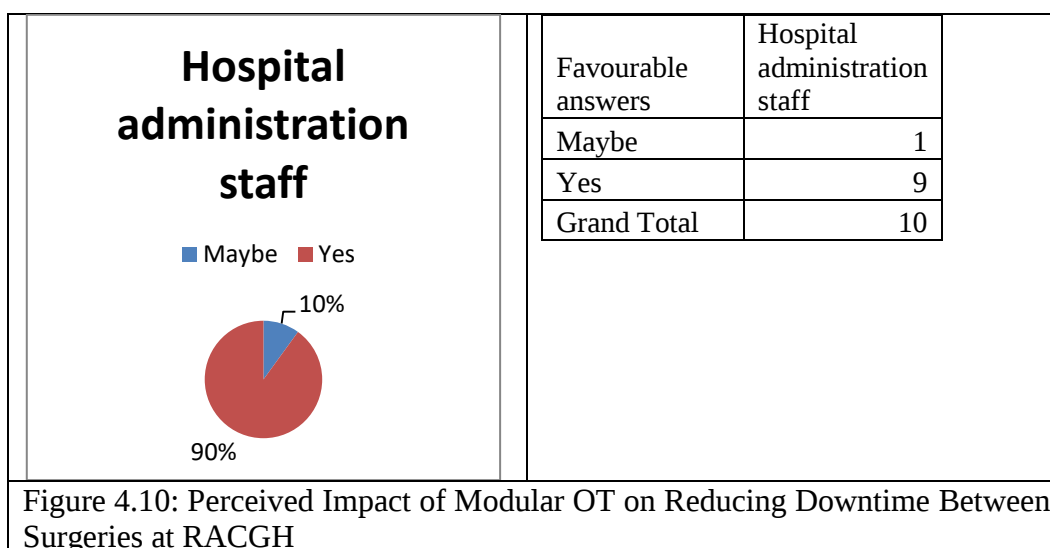
Figure 4.8: User Experience and Satisfaction Analysis

Analysis of Responses from Hospital Administration Staff on the Impact of Modular OT Equipments

As shown in Figure 4.9, the study conducted a survey of the hospital administration staff at RACGH to gather their insights on the impact of the modular OT equipments. A total of 10 participants were surveyed, with 8 female and 2 male respondents. The responses provided by the hospital administration staff are outlined below, offering valuable feedback on how the modular OT equipments has influenced the hospital's operations, management, and patient care. This data will assist in evaluating the effectiveness of the modular OT equipments from an administrative perspective.



As shown in Figure 4.10, the survey conducted with the hospital administration staff at RACGH indicates that most believe the modular OT equipments has helped reduce downtime between surgeries. Out of all the respondents, 90% answered "Yes," while 10% answered "Maybe." This shows a strong belief that the modular equipment is contributing to more efficient surgical turnover, although there is a slight level of uncertainty from one respondent. Overall, the data suggests that the modular OT has had a positive impact on reducing downtime and improving operational efficiency at RACGH.



As shown in Figure 4.11, the feedback on user satisfaction and experience with the fully equipped modular OT highlights several positive outcomes. The investment in the modular OT is expected to provide long-term benefits for RACGH, improving the capacity for procedures and enhancing patient outcomes. Patient feedback is generally positive, and satisfaction is visibly improved, indicating the success of the new facilities. Equipment and resource usage have become more streamlined, and the modular OT is seen as beneficial for specialized cases. Overall, there is high satisfaction with the modular OT, reflecting its positive impact on both patients and healthcare providers.

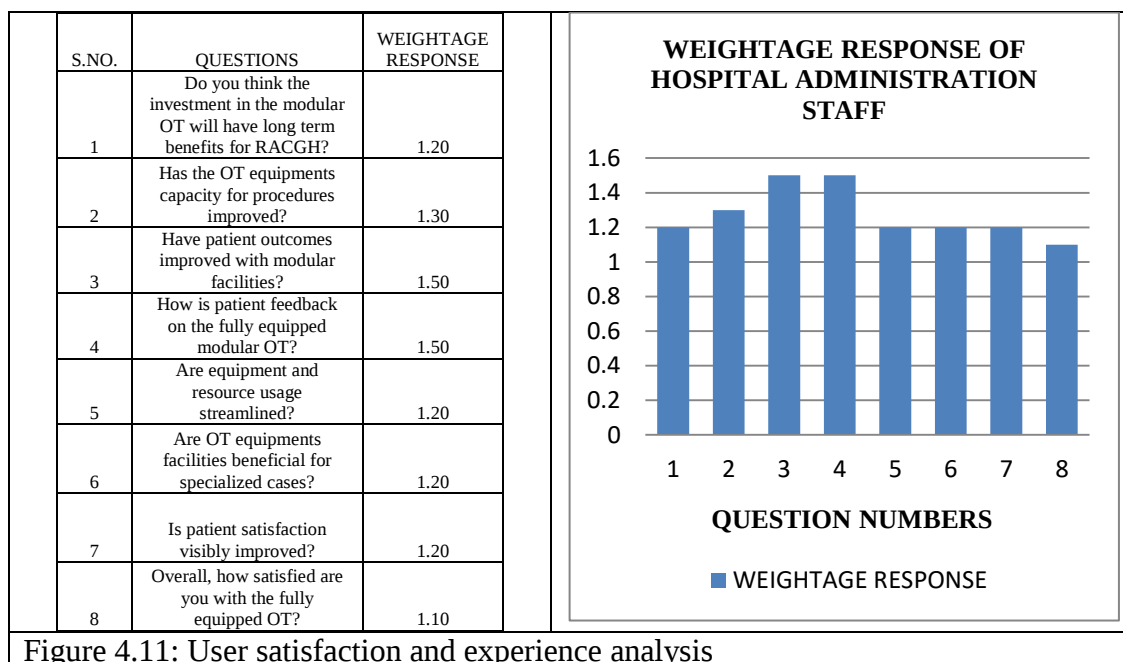
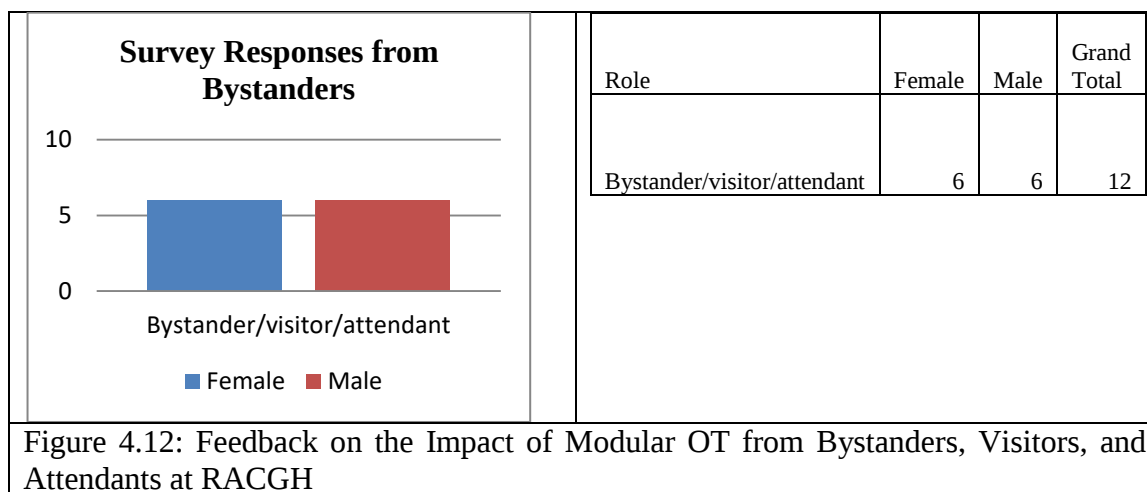


Figure 4.11: User satisfaction and experience analysis

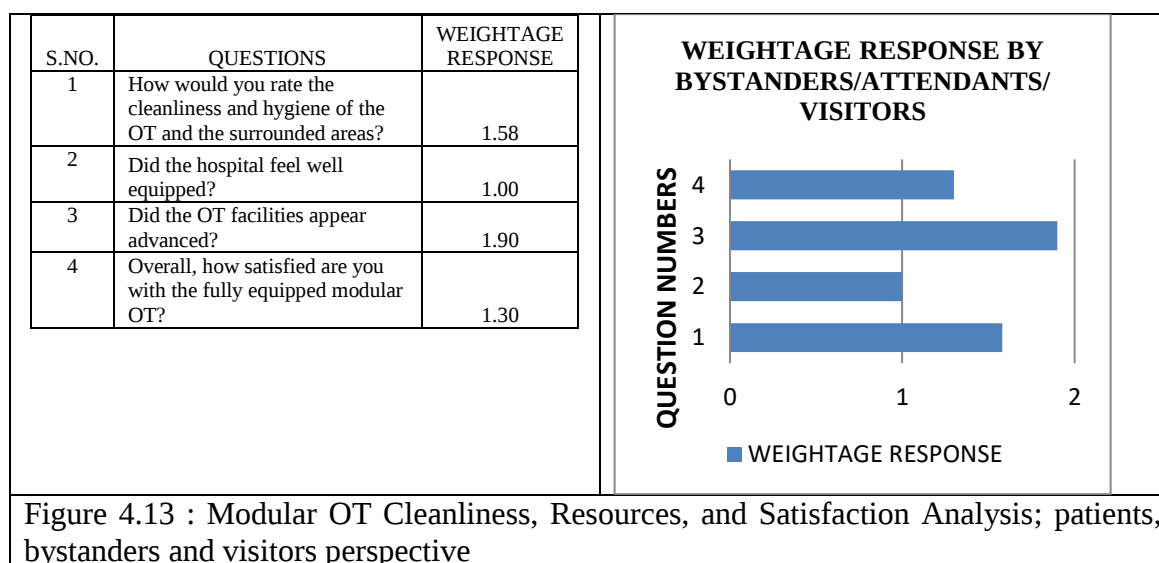
Analysis of Responses from Bystanders/Attendant/Visitor on the Impact of Modular OT Equipments

As exhibited in Figure 4.12, we conducted a survey among bystanders/visitors/attendants at RACGH to gather their insights on the impact of the fully equipped modular OT. A total of 12 participants were surveyed, with 50% representation from females and males. The responses collected from this group will provide valuable feedback on how the modular OT has affected patient care and the overall hospital experience from the perspective of those accompanying

patients. This data will help assess the broader impact of the modular OT on hospital visitors and support staff.



As presented in Figure 4.13, the feedback on the fully equipped modular OT reflects a generally positive assessment of the facilities. Respondents noted that the cleanliness and hygiene of the OT and surrounding areas met expectations. The hospital was perceived as well-equipped, with the OT facilities appearing advanced and modern. Overall, there is a strong sense of satisfaction with the fully equipped modular OT, indicating that the upgrades have successfully enhanced the hospital's capabilities and patient care experience.



Case Study 1

“As a patient who came to RACGH for chemotherapy upon my doctor's recommendation, I found the experience to be extremely satisfying. I am a permanent resident of Ambala, and accessibility to the hospital was not an issue. The cleanliness and hygiene of the modular OT and surrounding areas were excellent, contributing to my overall comfort. I felt extremely comfortable during the administration of anesthesia, and the surgical procedure itself was very smooth and effective.

The lighting in the modular OT helped create a relaxing atmosphere, and while I can't definitively comment on the safety aspects or past equipment-related delays, I did not experience any issues during my visit. The efficiency of the procedure was notably high, giving me the sense that the hospital is now equipped with modern and advanced facilities. I strongly believe that the modular OT has significantly improved the quality of healthcare at RACGH.

Based on my positive experience, I would not hesitate to recommend the hospital to others and would certainly choose RACGH's modular OT for any future procedures. Overall, I am very satisfied with the care and facilities provided.”

- *Sh. Santosh Kumar, Patient*

Case Study 2

“Earlier, administering treatment using the old equipments in the operation theatre was quite challenging. Despite putting in considerable effort, I was only able to treat 2–3 patients in a day due to the lengthy and cumbersome process. However, with the installation of the modular OT equipments, the process has become significantly more efficient for me and my team. The advanced modular equipments have streamlined our workflow, enabling us to provide anesthesia and other care to a greater number of patients in less time, thereby enhancing overall treatment capacity and patient care.”

- *Dr. Sonali, Head of Anesthesia Department & OT Incharge*

Conclusion

The fully equipped modular OT equipments has positively impacted stakeholders, including nurses and OT technicians, doctors, patients, bystanders/visitors/attendants of the patients and the hospital administrators reveal at with implementation of modular OT equipment, there has been a significant improvement in the life of the patients and doctors as well.

Chapter 5 Conclusion

The study has conducted a desk research and an empirical research to measure the impact of the CSR initiative of PFC at The Rotary Ambala Cancer & General Hospital, Ambala. The outcomes of both the methodologies show a convergence of findings. The multiple stakeholders represented in the study shows an affirmative impact of the intervention.

The present CSR intervention is an attempt to ensure healthy life and promote well-being for all at all ages.

The cancer burden in India is already high and is expected to rise even more with increasing life expectancy and changes in lifestyles associated with economic development. In 2022, India reported more than 9.1 lakh cancer deaths. This was part of a surge in cancer cases, with over 14 lakh new diagnoses.

The response from 105 stakeholders, including nurses and OT technicians, doctors, patients, relatives of the patients and the hospital administrators reveal at with implementation of modular OT equipments, there has been a significant improvement in the life of the patients and doctors as well.

After the new setup was introduced, the number of patients has risen to 105 in 2021-22, reflecting a 50% increase from the previous year. There has been a significant increase in the efficiency with the better equipments, as more number of patients can be treated, Hence catering to more number of patients are possible in the new set up. It has also been observed, that the patients are also coming from neighboring states, increasing the reputation of the hospital and its effectiveness among the patients.

Even though the number of patients have increased, the safety procedure has not been compromised. Even the cleanliness and hygiene are maintained by the hospital administration, showing an encouraging attitude towards the primary stakeholders.

However, there has been an increase in the satisfaction of the patients also. The patients have expressed their satisfaction over the efficiency of the medical procedures administered on them. The treatments is not just quick and swift, but it is also reliable with the new scientific machines, which are accurate in terms of the diagnosis. This minimizes the error in the treatment, saving precious lives of the people.

Although the equipment are new, but the operation of the same are less complicated, Due to which the handling of the machines were adopted by the operators without any delay.

As the hospital also receives the specialized cases, the modified OT has proved extremely beneficial for those cases, bringing reputation among the patients and professional efficiency among the doctors, creating a sense of satisfaction among all the stakeholders.

The CSR intervention under study has been more meaningful and significant. Therefore, addressing the health has a broader impact on the society and in future, the organization may undertake similar CSR projects.