



QUARTERLY
BULLETIN
TELANGANA
APRIL - JUNE 2018

We are happy to share that the Ekam Telangana Helpdesk initiative continues to impact the hundreds of patients that come from far and wide to seek medical help.

Our counseling of nurses and patients in the wards and OP is ongoing and has won appreciation from hospital authorities.

A change management workshop succeeded in bringing in a happy, 'I want to help' attitude in the staff – rather than it's a task I must do approach.

HIGHLIGHTS

- A May I Help Desk was functional at Koti Maternity Hospital, to address and resolve patient queries.
- Field visit was undertaken to Vihakhapatnam district.
- A Change Management Workshop was organized at Koti Maternity Hospital for nurses and staff.

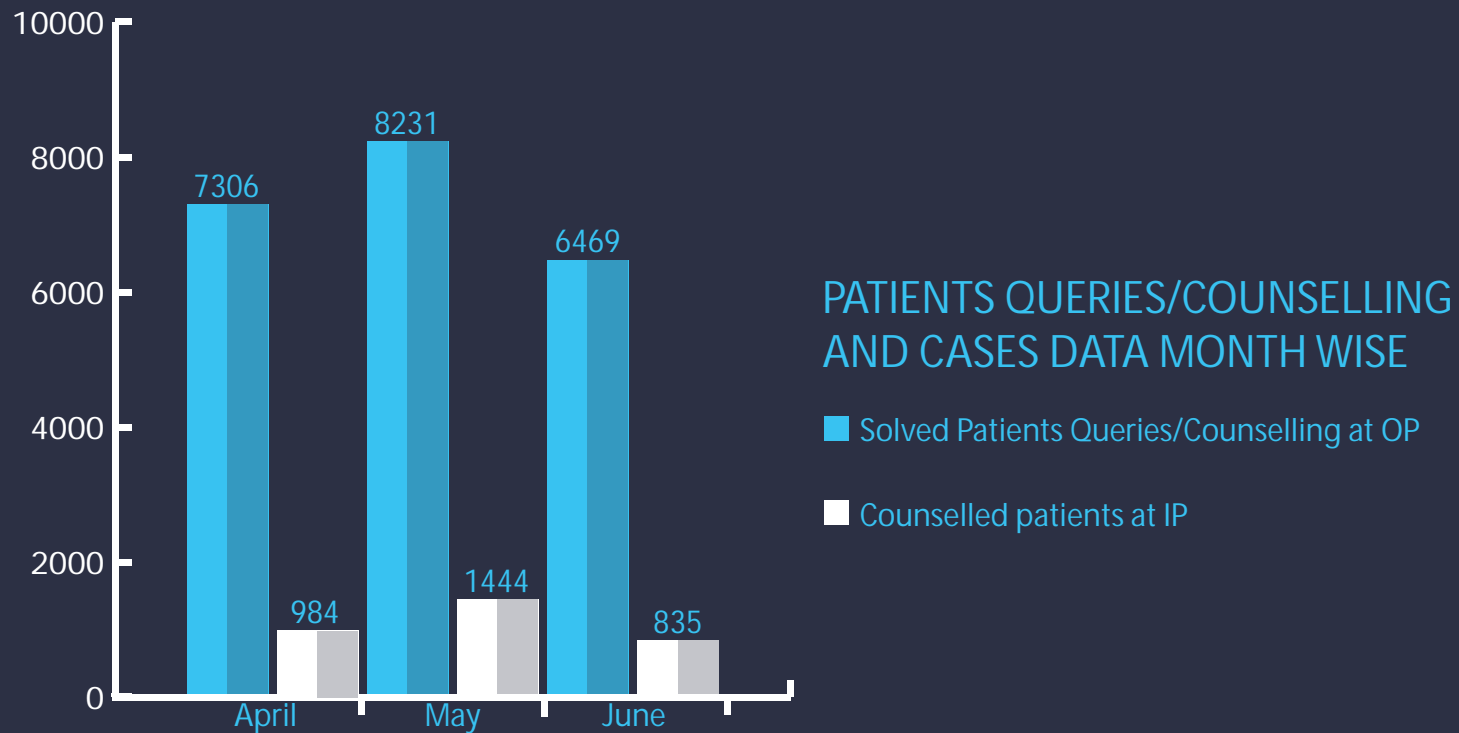
HELP DESK:

Hospitals are critical places at the best of times and more so for disadvantaged groups due to lack of awareness and sometimes for presence of touts. Ekam Foundation set up "Help Desk" at Govt. Maternity Hospital, Sultan Bazaar, Koti in August 2017 to look after the special needs of disadvantaged groups and provides individual attention and personalized services. It also empowers the public with information and guidance for exercising their rights & duties.

Help Desk team is available from 9:00am to 4:00pm at facility. The first half day team is in the OP block and the second half day team goes to IP wards to give counselling to patients.

PATIENTS QUERIES/COUNSELLING DATA MONTH WISE

MONTH	SOLVED PATIENTS QURIES/COUNSELLING AT OP	COUNSELED PATIENTS AT IP
April	7306	984
May	8231	1444
June	6469	835
Total	22006	3263



FIELD VISITS:

Regarding the **BSRVR Foundation at Visakhapatnam**, our field officers visited

- Paderu, Visakhapatnam Dist., to understand the health issues and work scope
- INTEGRATED TRIBAL DEVELOPMENT AGENCY (ITDA) at Paderu and met officers
- The ICDS centers in Jalarpet area in Visakhapatnam city
- Interacted with the ICDS staff on the problem areas, scope of improvement and requirements if any

WORKSHOP:

A Change Management Workshop was conducted for 3 days in Koti Maternity Hospital for staff and nursing students. The objective of this workshop was to:

- * Enable participants to get rid of internal stumbling blocks in order for strengthening internal building blocks through self exploration process.
- * Capacity building of participants on counseling skills with specific reference to “patient management” (Effecting attitudinal transformations – Dealing a patient as person who is living with an illness).

GLIMPSES OF THIS QUARTER:





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THANK YOU