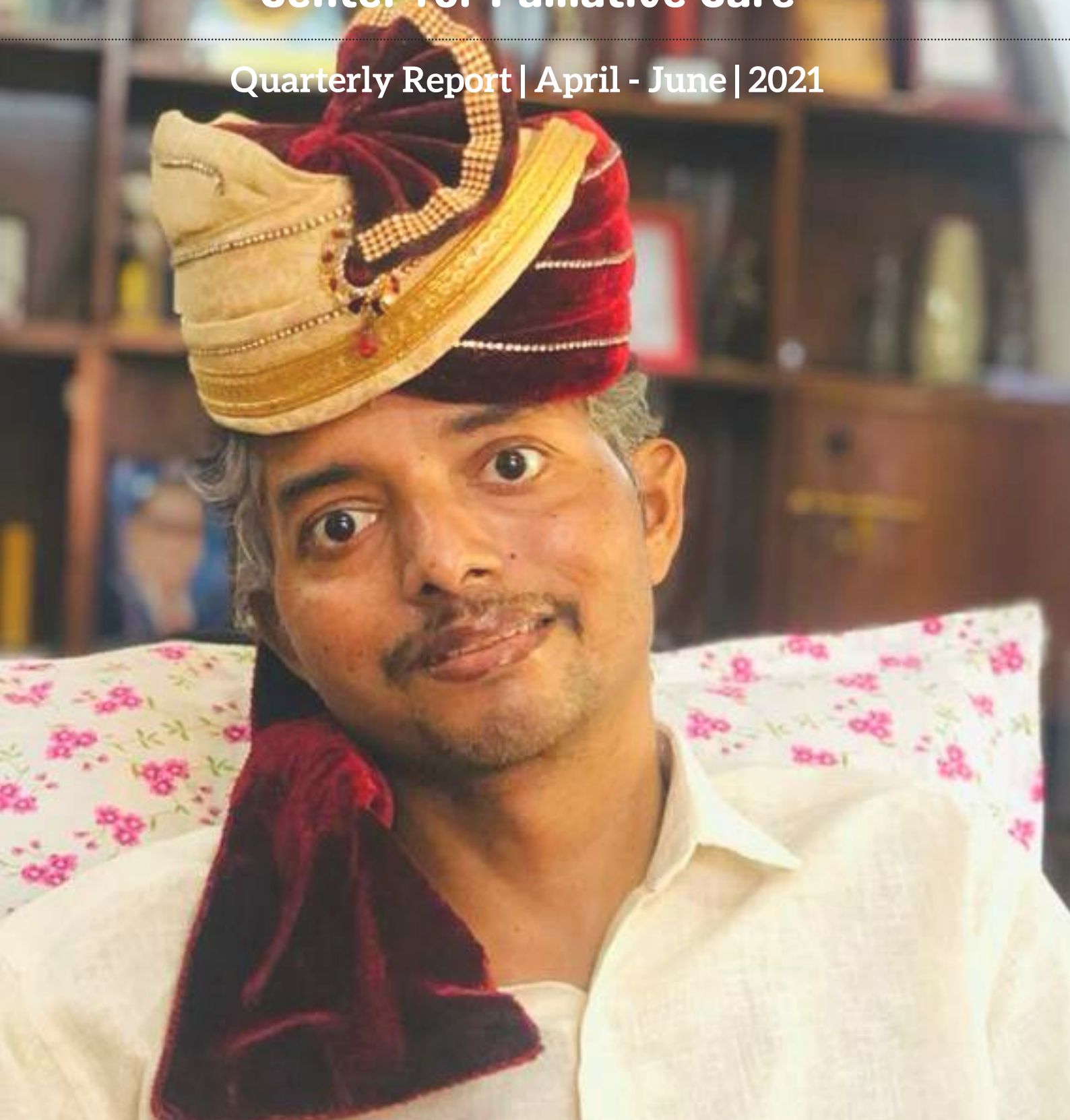


# SPARSH HOSPICE

**Center for Palliative Care**

**Quarterly Report | April - June | 2021**



**Although the world is  
full of suffering, it is  
also full of the  
overcoming of it.**

— *Helen Keller*



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## Trustee's Desk

### Extending services to serve the society

The month April saw the resurgence of coronavirus across the country, which peaked in the last week of April and waned by June. As in the previous 15 months, it has not been an easy time either for the country or Sparsh Hospice. We faced many challenges both in the hospice (managing patients and relatives in view of the Covid infection) and the draining of donors (who chose to contribute to the Covid causes.)



**DR. M. SUBRAHMANYAM**  
(LONG-TERM TRUSTEE AND  
GOVERNING BOARD MEMBER)

Despite these challenges, we have been fortunate that Sparsh has weathered all the storms and ended up raising its highest contributions in this period and I would like to thanks to major donors such as Dr. Sivanand Reddy and Dr Rohini, who donated one crore through their trust and Hetero Pharma, which donated another one crore through their trust. We are extremely grateful to our individual, and corporate donors.

This period saw finishing touches to the new building at Khajaguda, which we are planning to shift by August and excited to conduct its inaugural function soon. The equipment worth Rs 1,30,00,000 obtained through 'Rotary Global Grant' is in various stages of installation. These equipments include patient beds, generator, solar panels, ACs, auditorium and kitchen equipment among others. The concept of Rotary Global grant is that multiple Rotary clubs make contributions towards a project and the amounts are supplemented by the Rotary Foundation. Thus, with a contribution of \$ 10,000 from our club (Rotary Club of Banjara Hills), we managed to raise \$ 180,000 for this Grant.

We are now gearing up for the move to the new building and scaling up of operations from the existing 14-beds to 82-beds. We plan to do this in a phased and gradual manner. A new addition to the new venue is the creation of a 10 bed '**Paediatric Ward**'. There will be a dedicated care for children suffering from terminal stages of cancer.

I would like to end this note by thanking all donors and the Government of Telangana for all the support shown towards Sparsh Hospice and hoping that such support continues.

## CEO's Desk

### Adapting to strive and looking forward

I am very pleased to share this quarter's progress with you. A quarter filled with challenges and uncertainties, we at Sparsh learned and adapt to strive. I am thankful to all the patients and their families who put their trust in us. The family and members of our past patients are our greatest advocates and the current patients are testimonials to this fact. This also shows the fact that our team is our greatest strength through which we are extending palliative care to more and more patients.



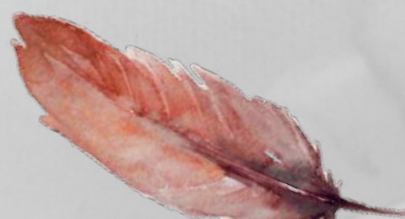
**RAM MOHAN RAO  
YARRAPOTHU**  
(CEO, SPARSH HOSPICE)

I must take this opportunity to extend my heartfelt gratitude to SBI Cards and Payment Services Ltd, SBI Hyderabad and other individual and corporate donors who have been supporting us in the covid times. Due to their continuous support, Sparsh Hospice home care team is able to successfully run 4 vans and reaching all the corners of Hyderabad and its outskirts. Now Sparsh Hospice is extending palliative care to around 175 patients.

We have continued to follow COVID-appropriate healthcare protocols across all areas of our service, prioritising both our patients, their families, and the wellbeing of the Sparsh staff. At this junction I also thank the countless volunteers and patrons who have continued to contribute to our cause despite challenging personal circumstances.

I am extremely thankful to all the Trustees of Rotary Club of Banjara Hills Charitable trust and Governing Board members for their valuable counsel and support throughout the quarter to thrive and extend our signature care to the patients.

As we are soon shifting to the bigger facility I look forward to another quarter of dedicated service to terminal ill patients and many exciting new services.





## Board of Trustees

### Rotary Club of Banjara Hills (Sparsh Hospice)



**Savida Naidu**  
**President**



**Durga Prasad**  
**Secretary, RCBH**



**Vikas Ranka**  
**Vice President**



**Tanvi Pamnani**  
**Trustee**



**Dr Pranathi**  
**Reddy**  
**Trustee**



**Suresh Reddy**  
**Long-term**  
**Trustee**



**Dr M**  
**Subhrahmanyam**  
**Long-term Trustee**



**Jagadish**  
**Ramadugu**  
**Long-term**  
**Trustee**



## Statistics

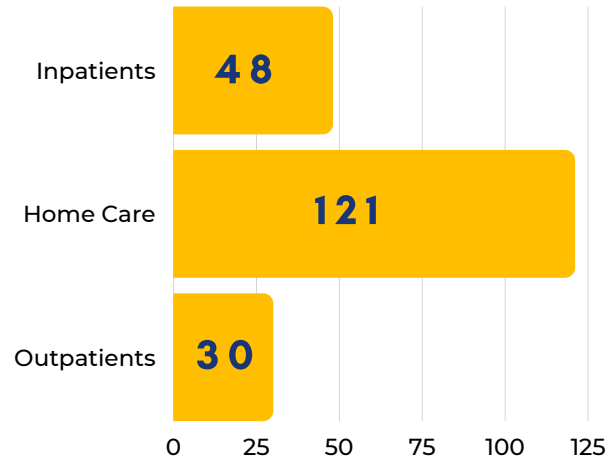
### A closer look at our impact

We at Sparsh Hospice are firm believers of evidence-based service and transparency. Perhaps there is no better measure of our impact than our growing numbers.

Our care team provides palliative care across three major areas, and they are:

- **Inpatient Hospice Care**
- **Out-patient consultations**
- **Home-based Care**

#### TOTAL NEW PATIENTS SERVED (APRIL TO JUNE, 2021)



**TOTAL NEW PATIENTS SERVED: 199**

#### INPATIENT ADMISSIONS APRIL TO JUNE, 2021

	APRIL	MAY	JUNE	TOTAL
NEW ADMISSIONS	11	20	17	48
DEATHS	13	14	10	37
DISCHARGES	3	3	8	14

NEW ADMISSIONS: 48

DEATHS: 37

DISCHARGES: 14

**SECOND WAVE OF COVID SLIGHTLY REDUCED OUR OCCUPANCY LEVELS, BUT WE WERE ABLE TO COME CLOSE TO OUR TARGET NUMBERS DESPITE MANY CHALLENGES.**





## HOME CARE PATIENTS APRIL TO JUNE, 2021

	APRIL	MAY	JUNE	TOTAL
NEW VISITS	39	31	51	121
RE-VISITS	124	167	205	496
BEREAVEMENT VISITS	20	3	5	28

**TOTAL HOME VISITS MADE: 645**

A MAJORITY OF THE TERMINALLY ILL WE SERVE FALL INTO THE "HOME CARE" GROUP.

WE CURRENTLY HAVE **FOUR DEDICATED HOME CARE TEAMS** THAT PROVIDE FREE PALLIATIVE CARE TO OUR PATIENTS IN THE COMFORT OF THEIR HOMES BOTH DURING THE DAY, NIGHT, AND ON SUNDAYS TOO. ACCOMPANIED BY A NURSE, SOCIAL WORKER, DRIVER, AND AN ON-CALL PALLIATIVE CARE PHYSICIAN, WE ENSURE THAT THE CARE WE PROVIDE IS HOLISTIC.

## OUTPATIENTS (OP) APRIL TO JUNE, 2021

	APRIL	MAY	JUNE	TOTAL
NEW OUTPATIENTS	12	8	10	30
RE-OP	23	16	16	55

**TOTAL OUTPATIENTS: 85**

OUTPATIENT CONSULTATIONS CAN OFTEN BE A NEGLECTED AREA IN PALLIATIVE CARE. SPARSH HOSPICE IS COMMITTED TO PROVIDING HIGH-QUALITY CARE TO OUR SERVICE-USERS WHO CHOOSE TO COME IN OCCASIONALLY FOR PAIN MANAGEMENT, WOUND DRESSINGS, COUNSELLING, AND A SENSE OF COMMUNITY AT THE HOSPICE.



## Lesson of a Hospice

### It's university where life truths are revealed

Work at a hospice cannot stay just as a profession for anyone for a long time. Though hospice work can be overwhelming at times, along the line it becomes the cause that we identify our existence with. For few, it becomes their life's calling. It enables one to challenge to be a better human. It enables one to be in constant connection with the sensitive and sensible side of their personality, enhancing their professional capacity.



**SARADA LINGARAJU**  
HOSPICE ADMINISTRATOR  
SPARSH HOSPICE

When in constant interaction with families and patients on a daily basis, listening to their ever-evolving concerns, makes one be in sync with the universal truths of this world like **Love, Bravery, Humility, Wisdom, Honesty, Respect, and Truth**. This work propels one in the direction of unconditional love for others with a pure intention of seeing them pain-free and comfortable. It enables one to be nothing but brave in the event of a loss. One has to be humble to prosper, as this hospice work brings abundant appreciation in one's way. This work demands the wisdom to be non-judgemental and objective while dealing with a cocktail of human emotions. Honesty, in the most delicate way, is what's needed while handling your own emotions and the emotions of the persons you care for. One learns to respect a fellow being for the simple fact that they too are the creation of God.

The uncertainty of life, **THE TRUTH**, is what one gets to experience at hospice almost every day. One can understand what it means to be not in control of life when looking at these patients and learns to appreciate freedom. Seeing patients at a hospice, waiting for their roll call from God, the thoughts of mortality gives one a healthy perspective of life.

Hospice is a university where life truths are revealed in front of your eyes along with the mundane truths. It's for us to choose the option of our caliber. It's a possibility to remain completely oblivious to these life truths or to imbibe them to evolve into a better self.





## Continuum of Care

### Creating new opportunities

Being in a palliative care during coronavirus pandemic comes with its own set of challenges such as covid infection, transportation restriction due to lockdown, fear of PPE kit in the community, discrimination towards health workers, difficulty in reaching patients living 80 to 100 kms away from Sparsh, sleep deprivation and so on. But as a doctor I have learnt **not to say NO** by creating new opportunities to serve the society and also to grow personally.



**DR ANJANEYULU KONDA**

MEDICAL OFFICER  
SPARSH HOSPICE

Finding solutions for the challenges faced in taking care of patients was the mantra. Situations when the medical team had to travel 100-150 kms from Sparsh Hospice just for a single patient or handling late-night calls posed challenges.

I being available 24x7 on video calls during my COVID infection was difficult but the dedication to take care of the patients gave me the strength to overcome it. This was the period when it was reaffirmed that the team work is key to success.

The medical team had to park the vehicles far away from the patient's residence due to objections from local communities. Wearing the PPE kit bearing heat and humidity was a big challenge.

Striving for the patient's dignity by ensuring that all the necessary medicines are available with all the procedures in place keeping in mind not only the safety of patient but also that of the team, was my role as a medical officer.

## Challenging Times for a Social Worker



**ESHWARANNA KURVA**

SOCIAL WORKER  
SPARSH HOSPICE

The role of a social worker in a hospice is about helping families plan end-of-life care for their loved one. Help them manage the stresses relating to a terminal illness by supporting them emotionally. Support them to navigate the crisis situation through networking to connect them to different resources. To enable the patients and families to voice their concerns and needs to make the care holistic. Covid times brought many additional challenges in the way of care.

As a social worker, it became all the more important to support the families in terms of covid safety measures, transportation arrangements, livelihood support and most importantly funeral support. Liaison with volunteers and donors has helped us maintain the care quality. My job is to lift the fallen, to restore the broken and to heal the hurting.

## Home Care: A Nurse's Perspective



**MONIKA MEDARI**

NURSE, SPARSH HOSPICE

As a hospice nurse taking care of a terminal patient is a daily affair. Offering care and counsel through their disease journey, help them overcome the apprehensions about the care plan, and addressing the distress of the families is a continuous process. But, when visiting patients at their homes, it's not only more rewarding but also challenging. In addition to the above skills, the most important skill needed is to be able to build trust with the family and patient, work in close understanding with the social worker to address the medical equipment requirement of the patient.

Keeping the medicines available and to be able to address the 'mid-night emergency call' is part of it. The primary goal of the home-care nurse is to strengthen the families to be able to offer comfort at home in such a way that last-minute ICU admissions are avoided.

The goal of home hospice is not only to offer comfort in the familiar surroundings of the patient but also to ensure that it stays that way till his last breath.



## Inpatient Care

### Building culture of 'signature care'

Over a decade-long journey, we have consistently worked towards building a culture of "signature care". As palliative care workers catering to terminally ill patients, this means that we take holistic, or "total" care of the person and their caregivers. Medical, psychological and spiritual counselling, pain and symptom management, caregiver/family sessions, conflict-resolution, and mobilizing social support for needy families are some of the things we do as a part and parcel of "palliative care".



*Physical comfort: Sparsh Hospice nurse comforting an inpatient during nursing care.*



*Emotional comfort: A patient is being shown the world beyond his four walls.*



*Spiritual comfort: An inpatient trying to complete his eighth 'Ram Koti' at the facility.*



## Home Care

### Extending the comfort zone

It is widely agreed upon that the best kind of palliative care is the care that is given to a patient in the comfort of their homes - with the presence and support of their family, friends, and other loved ones. Without taking them away from their familiar surroundings, our three home care teams made regular visits during this quarter to cater to their needs. We are proud to acknowledge that the recently launched night home care and Sunday home care teams have proved to be incredibly successful - with several patients and their families expressing just how much comfort they have received from it.



*Physical care: A homecare nurse offering lymphedema care for the patient at home.*



*Physical support: Sparsh Hospice team offering protein powder to a homecare patient.*





## Bereavement Visit

### Extending emotional support

Social workers team from Sparsh Hospice attend funerals and also visit to the patients' families at their respective home to extend emotional support to enable family members to cope with the loss of their dear ones.



*Emotional support: Sparsh Hospice team during a bereavement visit to a patient's home.*



## Counselling and Care

### Extending emotional support

Caring for a terminally ill is not only physically taxing but emotionally difficult too for the family. Sparsh is happy to provide short-term service for the benefit of the family caregivers (attenders) as well as for the patients. It is delivered with the help of our active volunteers who take the place of the family member needing a break to go home and attend to other urgent and important tasks. Sometimes attenders need counselling and want to talk about their grief, for which our counselling team are ever ready.



*Emotional support: Sparsh Hospice medical officer during rounds.*



*Medical officer communicating with a 106-year-old Swami Ji, a covid survivor, who lived in Himalayas for 12 years.*



*Counselling: Family medical counselling from Head Nurse, Anusha Cheekati.*





## Celebrating special occasions

### Providing multi-dimensional comfort

What sets us apart as a palliative care team is our continued efforts towards providing multi-dimensional comfort to the patient and their family. To us, this not only means addressing the medical angle but also the socioemotional area of their lives. Therefore, we take the extra step to acknowledge the importance of the human being behind the illness. This quarter witnessed the celebrations of several birthdays, Telugu new year, festival celebrations and other events which are closer to patient's heart.

#### BIRTHDAY CELEBRATIONS



#### ENTERTAINMENT PROGRAMME





## SPIRITUAL SUPPOR/ FESTIVAL CELEBRATION





## NURSE'S DAY CELEBRATION



## MOTHER'S DAY CELEBRATION





## Celebrity Visit

### Smiles, which matters the most

We are grateful for the continuous moral support that eminent personalities have shown towards us. It has a major impact on the work we are doing. This quarter we were honoured to have been visited by several known personalities such as Vijay Deverakonda, Vithika Seru, Rohini, Emmanuel and others.



*Vijay Deverakonda, popular Telugu actor, in conversation with our inpatient through a video call.*



*Sparsh team member with renowned singer Noel Sean.*



*Vithika Seru, Bigg Boss famed Telugu actor at Sparsh.*



*Celebrity Ms Rohini in conversation with our inpatient and her family member at Sparsh facility.*





## Sparsh Impact

### Going extra mile



A 106-year old Swami Ji lived in Himalayas for 10-12 years in a stretch before being admitted to Sparsh Hospice. He survived COVID two times and was a terminal ill patient. The centenarian took his last breath at Sparsh. At Sparsh he was taken care by a dedicated medical and home care team. Sparsh family was privilege of attending his funeral service.



In rural areas where people are still not able to get basic health check up, surviving with terminal cancer is a nightmare. Realising the need, Sparsh travels the extra mile to give homecare to patients. Same was the case with Mr Ramesh (name changed). When Sparsh came to know about him, we travelled 160 kms up and down from Hyderabad to offer medical care along with medical equipment support.





## Professional development Towards better pathways

Our monthly schedule of meetings, review hours, and topic presentations continued as usual in this quarter, with the intent to facilitate continuous learning among the care team members. Due to lockdown and strict travel guidelines, we conducted online trainings too. These delegated times provide an important space for discussion and reflection as a palliative care team, which ultimately reflects on the quality of care we provide to our patients and their families. The nursing team also conducted training programme for newly inducted nurses.



*The newly recruited nurses being trained for home care under the supervision of home care in charge nurse Mrs Narmada Kowluru.*





## Employee Wellbeing

### Must for holistic approach of caring

Each and every employee at Sparsh Hospice is a family member of Sparsh. We believe in making every moment for its team members memorable. Sharing some the snapshots from the special occasion which matter for our employee.



*Sparsh family enjoying during a team celebrations.*



*Sparsh family member enjoying during the celebration.*



*Family time at Sparsh.*



*Celebrating team mate's engagement.*



*Welcoming a new member to Sparsh Family.- Mrs Vahini Bodasingi's marriage occassion.*





## Employee Highlight

### Kalpana, a social worker with heart

With a feeling to make a difference as a professional, Ms. Kalpana Bitla chose to pursue Masters in Social Work and landed at Sparsh Hospice for her first job. This cheerful lady has been associated with Sparsh since 4 years and one can find her attending to patients' and families' concerns with enthusiasm to resolve. With her patience and empathetic behaviour, she is excelling as a social worker.

Donning different hats to inspire many more, she is reaching out to rural communities awaring them about the need of palliative care. Talking about her journey as a social worker her eyes shine with enthusiasm. "I am so proud of the kind of work I do. To me social work is life."

Of course, Ms. Kalpana is an asset to the team.



# COVID-19 Relief

## Standing still against pandemic

During the surge of COVID-19, Rotary Club of Banjara Hills Charitable Trust, offered seven days free of charge usage of oxygen concentrator for covid and post-covid patients in Hyderabad with the support of State Bank of India, Hyderabad local head office. The concentrators were received by two of our Trustees i.e Mr Jagadish Ramadugu Garu and Dr M Subhrahmanyam Garu.



*Sparsh team members with the oxygen concentrators, donated by SBI Hyderabad circle.*



*News report in English daily.*



*News report in Hindi daily.*



*Oxygen concentrator*



*Sparsh Hospice Trustee receiving oxygen concentrator from SBI Hyderabad team.*





## Testimonials

### Closer look at experiences



**Sathya**  
1 review



★★★★★ 3 weeks ago **NEW**

Sparsh cared for my mother. Even during the pandemic, they were always available on phone or to visit in an emergency. It was reassuring to have Sarada madam and Myroon nurse just a phone call away. Dealing with a sick relative is stressful enough. We are very grateful for the care and compassion shown by Sparsh team, Sarada madam and nurse Myroon during a difficult time.  
Thank you and wish your team all the best in the amazing work you are doing.



**Suresh Narayana**  
3 reviews



★★★★★ 3 weeks ago **NEW**

Sparsh Hospice, the abode for suffering patients..  
My mother aged about 85 years suffered with breast cancer. She had severe back pain and shoulder pain. She had radiation treatment of 20 sittings in a corporate hospital, at Hyderabad.  
After the completion of treatment she was bed ridden due to multiple side effects. In this situation, I came to know about Sparsh Hospice and on enquiry explained to them about my mother's situation and requested their help. The Sparsh Hospice staff responded positively and sent immediately a team of three members to my residence. The team consists of Mrs. Julie and Mrs. Vahini examined my mother and advised the diet and other procedures to ease her living. They gave medicines for 5 days. All this to my surprise is free of cost and the attention and care shown towards the patient is not less than any corporate hospital. The way they attended to the patient gave us lot of confidence and assurance to me and my family including my mother.



**Neelpriya Sinha**  
1 review



★★★★★ 3 months ago

Very grateful to Sparsh 🙏🙏 for their relentless support during our tough times. Their presence was a big emotional support for our entire family. Each of the members from the organization has so much empathy and love and were a call away. God bless you all. You all were like family especially during Corona times when we were all stuck with social distancing and precautions, you all were a message and call away. Thank you for all that you do for so many .





**Milind Sinha**

1 review



★★★★★ 3 months ago

I am very satisfied with the excellent care and support that my mother was given by the Sparsh Hospice team.

Personally, being an doctor and having regular experience of working with Palliative Care team and Hospice Services in the U.K., I was pleasantly surprised by high standard of end of life care received by my mother. Most heartening was high level of empathy, commitment and availability. They have the skills to identify end of life requirements and the means to address it.

They are precious. I wish the team all the very best in their mission of helping people in need.



**Sita Gayatri**

4 reviews



★★★★★ 2 weeks ago **NEW**

Saradagaaru

Good morning and 🙏🙏🙏

Cannot stop myself appreciating you and your team. Home service is excellent and receiving patient is awesome. I sincerely thank the person who referred your Organisation.

First I was doubtful about free service offered and we had our own apprehensions. But now we can confidently say

" Best service ". 🙏

Will definitely inform about Sparsh to near and dear whoever needs your help and support.



**Prathyusha Y V**

2 reviews



★★★★★ 2 months ago

I can say that 'SPARSH' is all about unconditional care and love towards patients fighting with terminal illnesses. It is more like a home rather than a hospice where patients get an opportunity to fulfill their small and even lifetime wishes. The staff is well trained and their hospitality is overwhelming. Last but not least, regarding Sparsh, I felt equality stands-in the most.

It was really a great experience for me to work as an intern there as I got to gain more knowledge about hospice setting.

Hence I strongly recommend this place to students (who want to acquire knowledge and experience) and also to families who are searching for a right place for their loved ones.







## Achievements

### Recognition for the services



Sparsh Hospice home care nurse Narmada Kowluru was awarded for her **selfless service to terminally ill patients during the COVID-19 pandemic**. The award was presented to her on the occasion of Telangana Formation Day on the 2nd of June, 2021 by the Confederation of Women Entrepreneurs of India COWE - Telangana Chapter, in the presence of eminent medical practitioners.



Sparsh Hospice Head Nurse Ms. Anusha Cheekati was honoured by prestigious **National Fellowship in Palliative Care**. She is the first nurse in the Telugu states to complete a prestigious fellowship in Palliative Nursing accredited by IPM Calicut (designated as a World Health Organization Collaborating Center (WHOCC) in Palliative Care), and Christian Medical Association of India, New Delhi.



## Building Update

### New beginnings

We are happy to bring a positive update to our readers. Work on our state-of-the-art 82-bedded hospice facility in Khajaguda, Hyderabad has proceeded full-speed during this quarter, and we envision moving into the new offices any moment now. Our New Building Committee, construction staff, backend staff, donors, trustees, and other stakeholders are working tirelessly to ensure the doors are opened soon.





# BUILDING CONTRIBUTION OPTIONS TO DONORS

## Donor Recognition Wall

There will be a “Donor Recognition Wall” at the new building premises placed aesthetically at a prominent place to recognize all the major donors who contribute towards the new facility at Khajaguda.

## Donation Tiers

5 LAKHS AND ABOVE --- SPARSH MITRA (FRIEND OF SPARSH)

10 LAKHS AND ABOVE--- BRONZE DONOR

25 LAKHS AND ABOVE--- SILVER DONOR

50 LAKHS AND ABOVE --- GOLD DONOR

75 LAKHS AND ABOVE --- PLATINUM DONOR

100 LAKHS TO 400 LACS --- WARD/BLOCK DONOR

400 LAKHS AND ABOVE --- CO-BRANDING OF BUILDING

## Tax Benefits

For all contributions in India, the donor will be entitled to claim deduction under **Section 80G** of the Income Tax Act 1961. We are registered as "Sparsh Palliative Care Services" under **501 (c) (3) in the USA**. The registration enables US citizens and entitles them to **claim tax benefits** in the US.

# THANK YOU FOR THE SUPPORT

TO READ MORE ABOUT PALLIATIVE AND  
HOSPICE CARE, VISIT OUR WEBSITE:

**[WWW.SPARSHHOSPICE.ORG](http://WWW.SPARSHHOSPICE.ORG)**

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