



Sparsh  Hospice

# QUARTERLY REPORT

JANUARY - MARCH 2022

# ఆత్మీయ స్ఫర్శ

అమ్మలాంటి పరామర్శ

ఆయుష్షు పంచే 'స్ఫర్శ'

అనురాగం, మమత, మానవత్వం కలగలిసిన,  
ఇంటిని మరిపించే 'స్ఫర్శ'

దివి నుండి భువికి దిగివచ్చిన  
మానవతామూర్తుల ఆలోచన, ఆచరణ, ఆదరణ,  
ఆలన, పాలన, ఆలంబనలకు నిజరూపమే ఈ  
“స్ఫర్శ”

స్వార్థం లేని స్ఫర్శ

కల్మషం, కపటం లేని దేవతల్లాంటి  
ఆదర్శమానవత్వం మూర్తిభవించిన స్వర్గపు -  
స్ఫర్శ

స్థాపించిన గొప్పవ్యక్తులకు  
హృదయాంతరంగంలో నుండి, కన్నీటితో  
కృతజ్ఞతలు.

*Written by a family member of a patient.*



## Reaching milestone

Sparsh Hospice has reached milestone of serving more than 5,000 beneficiaries

The quarter under review is another significant one in the history of Rotary Club of Banjara Hills Charitable Trust, as its brainchild project - Sparsh Hospice - has **crossed the milestone of supporting 5,000 terminally-ill patients.**

The brainchild project of the club is a one-of-its kind initiative and has been creating long-term impact in terms of reducing inequalities.

On behalf of Sparsh Hospice and Rotary Club of Banjara Hills, I would like to extend my deepest gratitude for the unwavering support of the Governing Board, fellow Rotarians, fellow Board members and the Sparsh team.

The project has gained accolades not only at a national level but also by being recognised internationally.

I would like to thank all patrons from corporates, educational institutions, fellow Rotarians and kind



Dr Anitha Patibandla  
Secretary & Trustee,  
Rotary Club of Banjara Hills  
Charitable Trust

individuals for extending their support. Now we are focusing on continuing the 'signature care' of Sparsh by onboarding experienced and like-minded people, who through their determination, can make the standalone hospice centre the best place for terminally-ill.

It is my sincere appeal to the worldwide Rotary family to invest in our cause and participate in easing the suffering of many.

Finally, I would like to extend my sincere gratitude to the Sparsh team, who work around the clock on the frontlines every single day to ensure comfort and care to our patients and their families. It is only through your effort that we stand proudly today.

With this, we are ready to move into the new financial year with a renewed motivation for service.

On behalf of Rotary Club of Banjara Hills a big thank you to all.



## Ringling in the new year

Sparsh is working towards upskilling manpower through training programmes

Ringling in the new is always a time of excitement for us at Sparsh Hospice, filling us with a feeling of wonderment and anticipation.

We started 2022 with small steps in the direction of enhancing and equipping home-care services. We also strengthened our partnerships with **Pallium India, Indian Association of Palliative Care (IAPC)** and other like-minded NGOs.

We welcome many of our new donors to the cause of palliative care and thank each one of them for their support to Sparsh Hospice.

It was a privilege to conclude our Corporate Social Responsibility (CSR) engagement with **SBI Cards**, while on boarding **SBI Foundation** as a future supporter of the Sparsh home-care program.

It was a smooth and humbling experience working with the SBI Cards team, they deserve a huge shout out not only for their enduring support and compassion but also for handholding us all the way.



Shashidhar K  
Centre Head, Sparsh Hospice

I also take this opportunity to thank other corporate donors such as **Laurus Labs, Suven Trust, KNR Group, Unicorn Naturals, Agarvanshi Aluminium Infra, Tollplus India Pvt Ltd.** and other individuals to support Sparsh.

Our team has continued to work tirelessly to on-board new donors, enhance quality of care and expand the reach to communities.

This year one of our focus areas would be to upskill and build key palliative care competencies by regular in-depth training programs, online learning modules and certification courses from nationally recognized institutes such as **Pallium India**. The end objective being to strengthen Sparsh 'signature care'.

In conclusion, I would like to extend my sincere gratitude and appreciation to the **Governing Board members, Board of Trustees and members Rotary Club of Banjara Hills** for their continued support to this project.



# BOARD OF TRUSTEES



## M. SURESH REDDY

Long-Term Trustee, MD, Pride Honda



## JAGADISH RAMADUGU

Treasurer & Long-Term Trustee,  
MD & CEO, Pragati Finserv



## DR. M. SUBRAHMANYAM

MD, DNB, DA (UK), FRCA, Long-Term Trustee,  
Head of Department – Anaesthesia, Rainbow Hospitals



## VIKAS RANKA

President & Trustee  
Director, Avni Tech Ventures Pvt. Ltd.



## DR. ANITHA PATILBANDLA

Gynaecologist, Secretary & Trustee



## DR. M. PRANATHI REDDY

Clinical Director, Maternal-Fetal Medicine Rainbow  
Hospital for Women and Children, Trustee



## PRABHAKAR DHULIPUDI

Trustee, CEO & Founder, GS Property



## SRINIVAS RAJU

Trustee, CEO Standard Products



# INDEX

## Overview 01

- Vision, Mission & Values
- What is Palliative Care?
- Why Palliative Care?
- Current scenario in palliative care
- Sparsh Theory of Change

## SDG & Palliative Care 04

## Statistics 05

- Total patients served
- Unique patients served
- Highlights

## In-patient Services 06

- Extending signature care
- In patient statistics
- Grand send off
- Adding life to days

## Home-care Services 08

- Palliative Care on Wheels
- Home care statistics
- When people are living in old age homes as their homes
- Reaching corners

## Out-patient Services 10

- Connecting dots
- Out-patient statistics
- Addressing social issues, one of the critical aspect of palliative care
- Personalized care

## Articles 12

- Implications of COVID-19 on palliative care - Dr. D. Vanaja
- Being emotionally strong during patient care - Sudha Vani
- The importance of data for non-profits - Vahini Bodasingi

## Employee Highlight 14

## Employee Wellbeing 14

## Training & Workshop 15

## Awareness & Advocacy 16

## Community Participation 17

## Testimonials 18

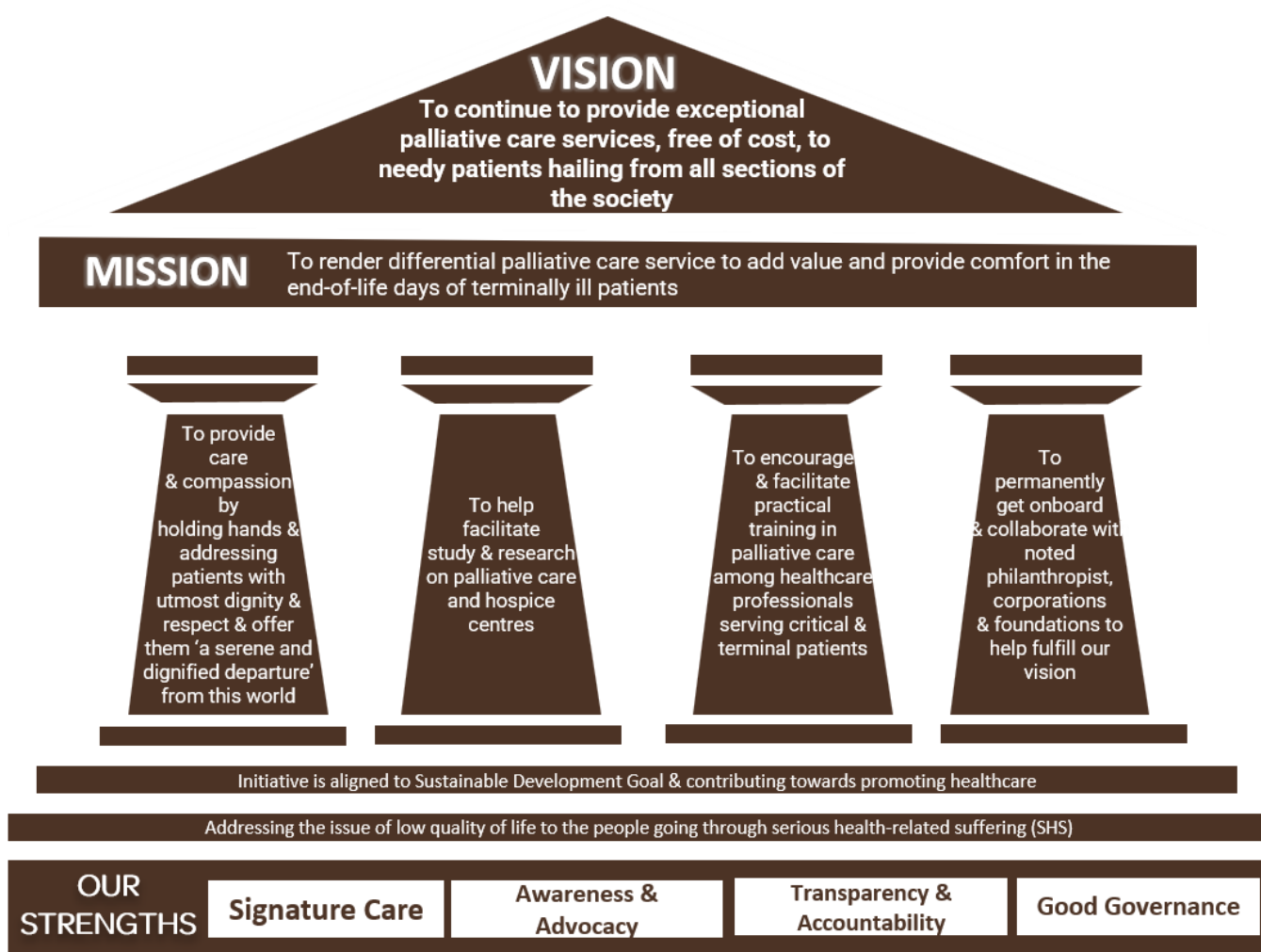
## Sparsh Gallery 19

# OVERVIEW



Sparsh Hospice established in 2011 is an initiative of the Rotary Club of Banjara Hills (District RI 3150) under a separately constituted Trust named as **Rotary Club of Banjara Hills Charitable Trust**. It is a Centre for Palliative Care for patients with serious health-related suffering (SHS) such as cancer, Parkinson's, lung failure, stroke among others. When the "treatment to cure" is no longer effective, patients opt for hospice care, where making the remaining life of the patient better is the main priority.

The thought of Sparsh Hospice took birth in an environment where there was a gap in the support to the patient and their families, in terms of balanced medical, emotional, social, and spiritual care. Sparsh came into existence to strike a balance between the two extremes of deprivation, where the patient either has no access to remedial measures or on the other hand the comforting presence of their family. Our service is aligned with the **Sustainable Development Goals (SDGs)** under **Goal 3 (Good health & well-being)**, **Goal 10 (Reduced inequalities)** and **Goal 17 (Partnerships for the goals)**.



## What is Palliative Care?

According to World Health Organisation (WHO), palliative care is a crucial part of integrated, people-centred health services. Relieving serious health-related suffering, be it physical, psychological, social, or spiritual is a global ethical responsibility.



## Why Palliative Care?

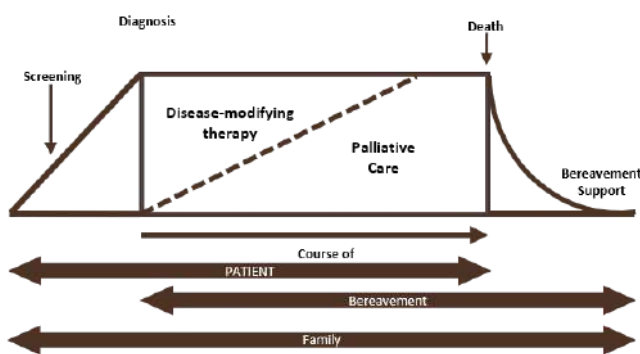


Figure1: Stages of palliative care and relationship between disease-modifying therapy and palliative care in a patient with an incurable progressive condition. - Source: IPC 5 Introducing Palliative Care & Training Manual for Community Health Officer at Ayushman Bharat - Health & Wellness Centre

Western countries, unlike India, have a care system that takes care of people with life-threatening conditions, and provides physical, social, psychological & spiritual support in the home setting. However, India does not have similar facilities for patients with SHS. Therefore, Sparsh is trying to fill this gap by providing services through in-patient, out-patient & home-care mode.

India has a grim situation in terms of chronic or life-limiting conditions as 1 in 5 suicides are by persons living with an advanced, chronic, or life-limiting condition. In 2017, a Lancet Commission report recommended that palliative care should focus on all aspects of serious health-related suffering.

### Current Scenario in India

**2%**

Less than 2% of India's 1.2 billion people have access to palliative care.

Lack of basic social security increases the financial devastation of the family at the time of illness.

**78%**

**59th**

India ranks 59th place in 2021 on quality of death and dying.



# Sparsh Theory of Change

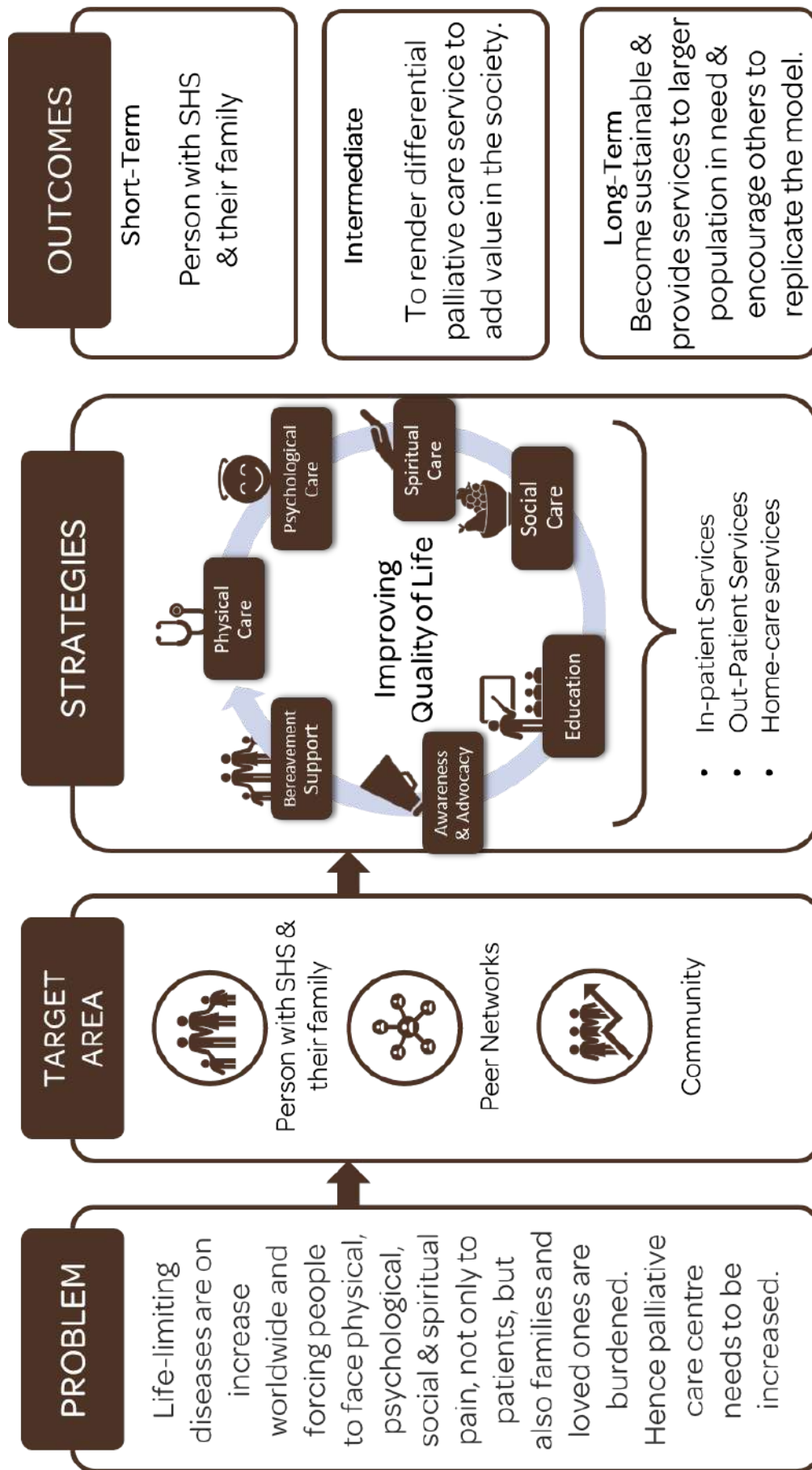


Figure2: Sparsh Hospice Theory of Change seeks to leave an impact in society while extending palliative care services.

# SDG & PALLIATIVE CARE



Sustainable Development Goals (SDGs) were adopted by all United Nations Member States in 2015 to create a an equitable world ensuring no one is left behind. 17 SDGs were adopted with own sets of targets to achieve by 2030.

Sparsh Hospice is working to achieve **SDG 3, 10 and 17**. We believe in improving quality of life of the persons with serious health-related suffering and their family members and to reduce inequality by reaching to the vulnerable. We also strive to have meaningful partnerships and collaborations, to spread awareness. We partner with local and state health departments, private institutes, corporates (through their CSR departments) amongst others to extend free of cost palliative care services to the needy.



# STATISTICS



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:

- In-patient Services
- Out-patient Services
- Home-care Services

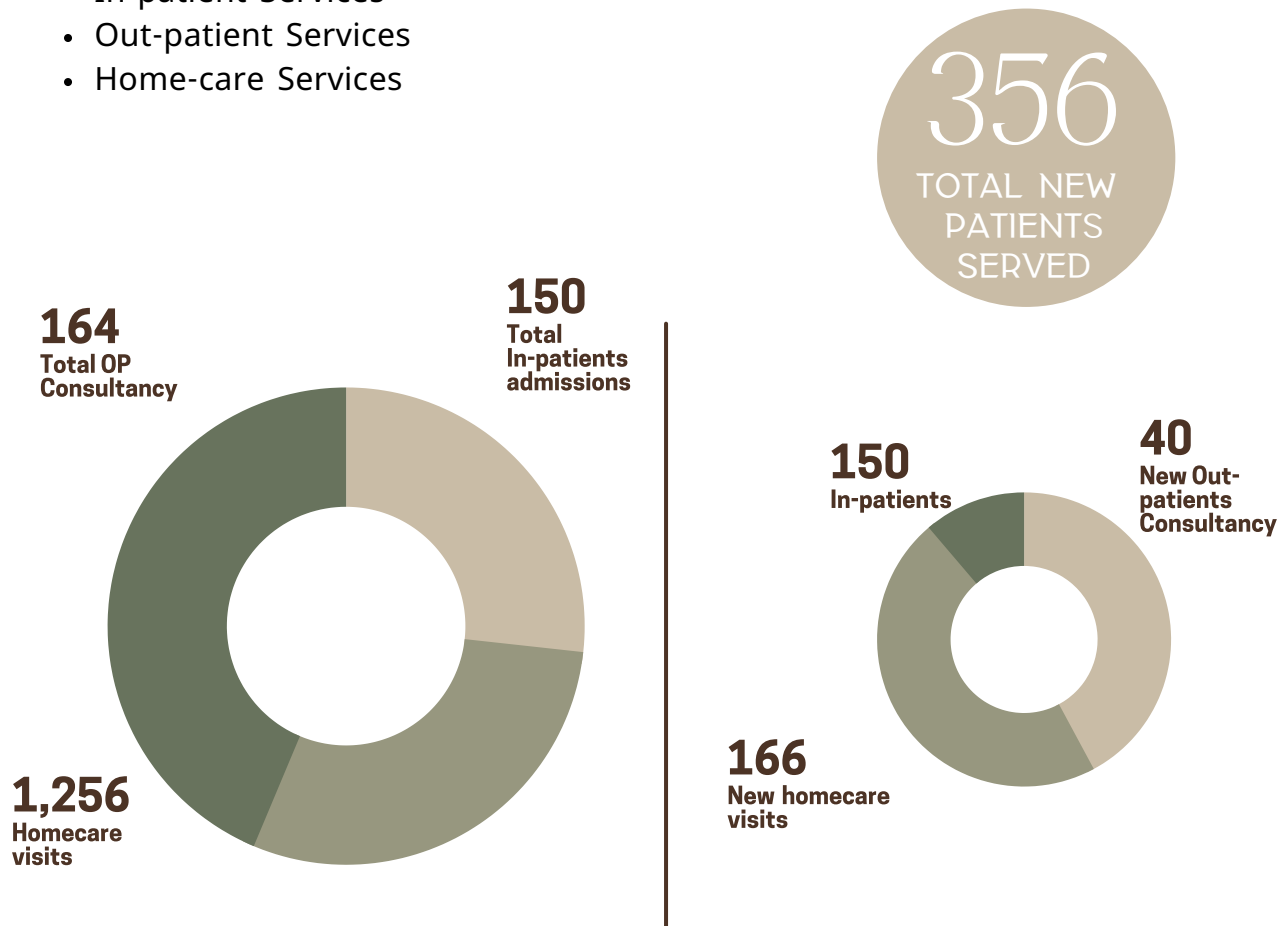


Figure 3: Graphical Representation of all patients served.

Figure 4: Graphical Representation of unique patients served.

## Highlights

**1,500**  
Homecare Follow Up Calls

**619**  
Out-patient Follow Up Calls

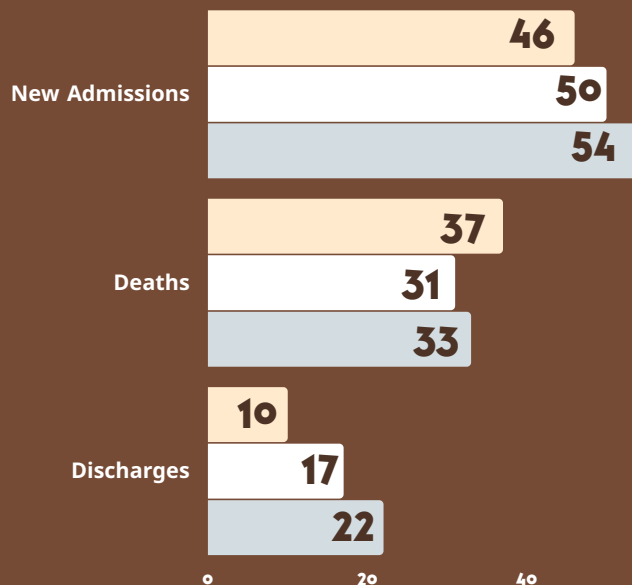
**100**  
Hours of classroom training on Palliative Care

# IN-PATIENT SERVICES



## In-Patient Statistics

■ January ■ February ■ March



## Extending 'Signature Care'

Over a decade-long journey, we have consistently worked towards building a culture of 'signature care'. As palliative care workers catering to patients with serious health-related suffering, this means that we take holistic care of the person and their caregivers. Medical, psychological and spiritual counselling, pain and symptom management, conflict management, and mobilizing social support for needy families, are just some of the things we do. Our new hospice facility of 82-beds capacity is now functional and this quarter 32 beds are fully equipped. We look forward to complete the paediatric ward and operationalise the remaining 50 beds in the coming months.



## Grand Send-Off



Family members and students of \*Lakshmi felicitating her during the ceremony. Cakes bought by their loved ones. (From Left to Right)

\*Lakshmi, a 60-year-old independent woman, who used to love living on her own earning and her philosophy of life shattered when she was diagnosed with ovarian cancer. She was loved amongst her students and family members for her charismatic nature. The illness left her not only with physical pain but also emotionally drained. She was living in guilt, of burdening her family with her health condition and comorbidities. The family approached Sparsh for pain management. After elaborate counselling and understanding the pros and cons, Lakshmi and her family were convinced about her stay at Sparsh. Lakshmi's students wanted to pay their respects to their 'Madam' and the Sparsh team helped to make the event possible where all her students, family members, and loved ones were present during the 'felicitation day'. "Everyone should be happy" says Lakshmi on her felicitation day with a smile on her face and she seemed relaxed. And the very next day, Lakshmi passed away in peace. Sparsh team believes that, apart from providing relief from physical symptoms, we also gave her a spiritual closure.

## Adding Life to Days...



Inspirational talk by Sirisha



Art Therapy session



Taking Blessings



Republic Day celebrations



Kite flying during Bhogi



Sparsh team dancing on a beat during Women's Day celebrations.



Celebrating birthday during COVID.



Birthday wishes



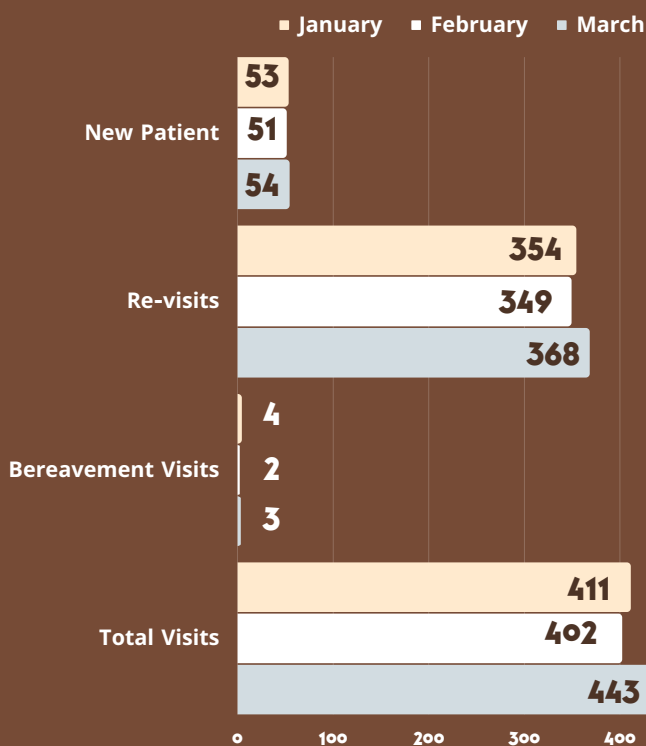
Temple visit



# HOME-CARE SERVICES



## Home-Care Statistics



## Palliative Care on Wheels

Home is where one feels connected and comfortable. During the process of dying one always prefers to be surrounded by loved ones to bid adieu in peace. With the same philosophy Sparsh has started home-care services in 2018 and currently we are reaching around 150-160 patients on a daily basis through a fleet of home-care vans. This quarter, **SBI-Foundation has equipped us with 2 additional vans** and would be supporting Sparsh home-care services for next two years.

Now Sparsh with a fleet of 6 vans is able to reach out to patients across Hyderabad and nearby districts such as Sangareddy, Rangareddy, Medchal-Malkajgiri and Secunderabad.

## When people are living in Old Age Homes as their Homes



\*Raji along with nurses after the visit from home-care team.

\*Raji, who was diagnosed with endometrial cancer is living in an old age home as her only daughter is living abroad. Getting to know about Sparsh from social media, Raji herself reached out for support from Sparsh in the year 2017. When the team planned for a visit in old age home, it was difficult in the beginning to convince the management of the organization as they were reluctant to allow us in. But, after a proper explanation about how pain management specialists are different from general physicians, they finally accepted to offer our services to the patient.

Till date, she is receiving our care and is very comfortable. Witnessing the improvement in Raji's quality of life, the organization requested Sparsh to offer our services to more people in the future. Including Raji, we are extending our support to two more patients living in old age homes. In this way, Sparsh created an impact by negotiating with other organizations to reach out to more patients to provide end-of-life care and palliative care services by letting them live in their homes (old age homes).

## Reaching corners



Social support to the home-care patient.



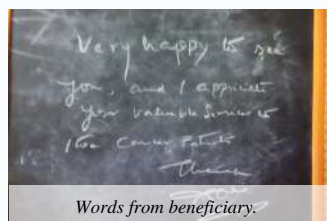
Moment between doctor & patient.



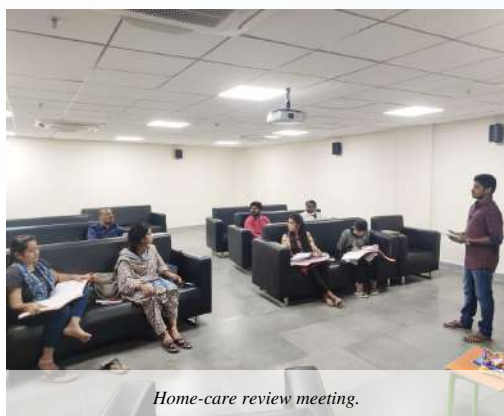
Going extra mile.



Sparsh nurse dedicating usage of medicines during the visit.



Words from beneficiary.



Home-care review meeting.



Pain management.



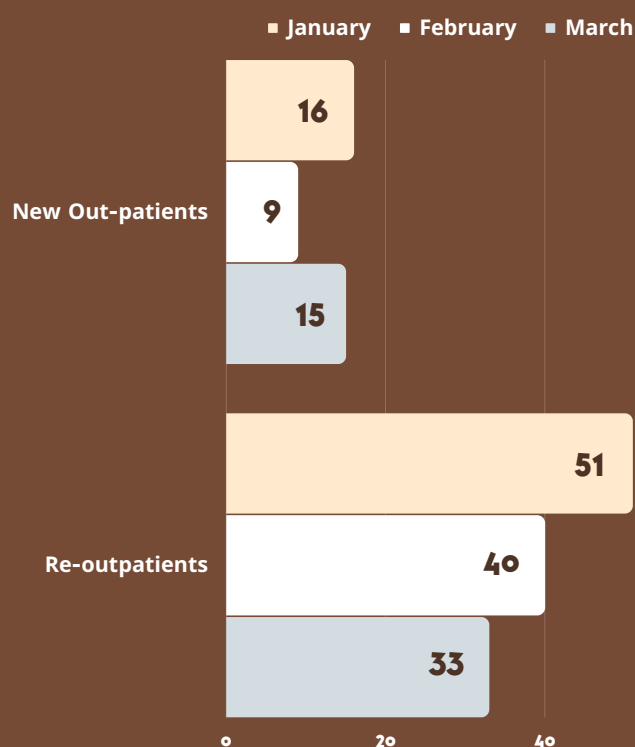
Celebrating birthday.



# OUT-PATIENT SERVICES



## Out-patient Statistics



## Connecting Dots

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 to share a sense of community at the hospice.

At the new centre a separate space has been specifically allocated for caring of out-patient cases, in addition we do follow up calls and video consultations for the convenience of the patient and the family.

## Addressing social issues, one of the critical aspect of palliative care

\*Ravi and his wife are daily wage workers living in Tirupati with their two young daughters.

After Ravi was diagnosed with Non-Hodgkin's Lymphoma, the lives of all the other family members including the patient were shattered.

Since then, Ravi's wife has been bearing the whole burden of the family. Ravi, as an out-patient once approached and visited Sparsh to seek our medical support and never came back.

During follow-up calls to enquire about the patient's condition, the nurse asked, **"Why is the patient not coming to collect medicines?"**



Ravi with his daughter.

With a sore throat wife replied, "We do not even have a single penny to come that far".

This gave us an insight into the socio-economic burden that the family is facing.

The team decided to support the family by granting the admission and the patient turned into an in-patient from an out-patient.

Sparsh, with its 'volunteers' support, made it possible for the patient to get admitted to the center. Post admission, it is not only the patient who is comfortable but also the entire family.

## Personalised care



Out-patient consultancy along with team of palliative care physician and nurse.



Giving medicines to out-patient member and explaining about the usage.



Palliative care physician giving training to new inducted nurses and nursing aids.



Nurse explaining about the services and process of palliative care to family members of out-patient.





## IMPLICATIONS OF COVID-19 ON PALLIATIVE CARE - Dr. D. VANAJA

With India being one of the most drastically affected countries by COVID-19, the health sector, especially the palliative care sector, has severely impacted.

With palliative care aiming to provide rehabilitation and care to patients during their last days of life, many failed to serve many patients during the pandemic because of the turmoil that spread throughout the nation.

However, Sparsh remained functioning throughout the pandemic. Nonetheless, the challenges it faced stem from the unprecedented rise in cases that led the country to go into a lockdown.

Availability of medicines, transportation, home-care services were a challenge.



Dr D. Vanaja  
Palliative Care Physician

Also, many of our staff being sick with the virus our in-patient services could not have been delivered to everyone. But even with a lack of supplies and workforce, Sparsh managed to pull through the pandemic and serve its patients to its best potential.

According to the reports the quality of care during pandemic was reduced and palliative care is one of the ignored area in healthcare during pandemic it was hit hard. Out of the few staff members who were working, Sparsh delivered its best care to every patient at home and even at centre. Nevertheless, Sparsh managed to successfully treat its patients even during the pandemic by taking all precautions.



## BEING EMOTIONALLY STRONG DURING PATIENT CARE

The sense of belongingness, encouraging team and learning opportunity gives one strong will to work at any place.

For many, giving care to terminally-ill comes with lot of challenges in term of emotional well-being, coping mechanism and burnouts.

But at Sparsh through strong team work and support I have been able to assess my burnout and stress. It is inevitable for any person to be stressed, when death is



Sudha Vani  
Nursing Aid

seen daily as a part of work. By getting that space to share feelings, express emotions and to be one who I am has been really helpful while performing my job role as a nursing aid in a hospice setting.

I must say encouraging and positive leaders can help in the stress management, research shown that reducing the distance between organisational & individual goals will improve emotional well-being.

## THE IMPORTANCE OF DATA FOR NON-PROFITS

From "big data" to "data analytics," people hear buzzwords featuring data on daily basis.

More and more businesses and organizations have started to use data to make decisions. Non-profits are the best resources to collect accurate data and help in research. It can help the organisation and simultaneously society to focus on problems which are needed to be addressed.

It comes with its own challenges in terms of trained resources, availability of field team and others. Even though data collection maybe a part of operations, analysing the same is another challenge.



Vahini Bodasingi  
Social Worker

The way forward is to recognise that data is also important to donors and various stakeholders. NGOs can provide much more nuanced reports to stakeholders when they have accurate and reliable information about the communities they work with.

Data empowers NGOs to make very specific requests of their partners in return, leading to better use of resources.

In conclusion, data is crucial decision making, planning and assessing impact. It enables a clear 360 degree perspective to all key stakeholders in delivering quality, reliable and constant services to community.

## EMPLOYEE HIGHLIGHT

From my very first day at Sparsh Hospice to this day, I feel connected to the cause it is working for.

This place is not only in-line with my qualification but also with my personality to extend the support to the needy. I, as a pharmacist decided to invest my knowledge in betterment of the care to terminally ill patients. Hence, I am pursuing a course related to pharmacy from Indian Association of Palliative Care (IAPC) to improve my expertise and skills.

I believe that a pharmacist's role in hospice should not just be limited to dispensing medicines.



*Rajitha, Pharmacist*

Therefore, I grab every chance to interact with our service users by spending extra hours at the institution. This gives me a pleasure and interest to work even better.

Also, the preferences of pharmacological needs are varied to a great extent. Therefore, with the constant support from my colleagues, we achieved the license for Narcotic Drugs and Psychotropic Substances (NDPS) permitting to store and dispense them to increase the care and comfort of our beneficiaries.

I pledge to myself that I would do everything possible to support the organization's cause.

## EMPLOYEE WELLBEING

Each and every employee at Sparsh Hospice is a family member of Sparsh. We believe in making every moment for its team members memorable.

We celebrate birthdays, special occasions, special lunches for everyone including housekeeping and security staff.

Sharing some the snapshots from the special occasion which matter for our employees. We try to make Sparsh not only inclusive for our beneficiaries but for our staff too. They are the frontline workers who are contributing to build Sparsh and helping in support to our beneficiaries and their family members.





# Training & Workshop

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. These designated 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 conduct regular training programme for newly inducted nurses and the existing team members.

Sparsh doctor and nurses conduct regular on-job training, workshops, topic presentations with aim of building capacity of the team. Social workers, pharmacist, volunteers and others also go on regular training, fellowship, webinars. **This quarter we gave on-job training to 25 nursing aides from Seva Bharathi.**

## Key Highlights



**20 sessions**

of classroom training held for the team on several topics including quizzes, presentations

**100 hours +**

on-job training of nurses, nursing aids, aayahs/ward boys







# Awareness & Advocacy

Public awareness on the concept of palliative care and of service availability remains insufficient for widespread effective and appropriate palliative care to be accepted as the norm. In order to improve knowledge of and access to services when required, empower individuals, involve communities and ultimately to realise the objectives contained within international strategies for palliative and end-of-life care. Therefore, Sparsh Hospice regularly tries to raise community awareness in rural, urban and semi-urban areas to make people understand the need of palliative care. We also communicate with civil societies, local NGOs, online communities, stakeholders to keep in touch for making effective approach towards advocacy. Following are some of the events organised

- **Awareness among local members in the community**
- **Around 50 social media posts on palliative care**
- **Workshops and training to educational institute**
- **Liaison with District Medical and Health Office and government offices to increase the outreach of palliative care and help more people in need.**

# Community participation

## Helping patients through musical events



For past years there have been group of individuals, organisations, institutions who have been conducting musical events at Sparsh to entertain patients, attenders and Sparsh team. This quarter Tirumala Tirupati Devasthanams (TTD) conducted a harmonical event at Sparsh. The musical group of the institute is continuing their support and they have agreed on performing for Sparsh once in a month.

There are other individuals, organisations who on regular intervals conduct events at Sparsh. This quarter Kamesh Mullapi, Tilana Arts, students from **Oakridge International School, Gachibowli, Nagavalli** and others performed on different occasion and filled the Sparsh with smiles.



## Once a volunteer, always a volunteer

Sree Rama Madi Reddy is friend of Sparsh and volunteer in true sense. She has never said no to any of our request which was made to support the patients. Since past few years she has been evolving by touching so many lives. From donating utensils to donating nutritious support The lady with pure heart has never judged us on any things. She has accepted Sparsh as her family with open arms.





# TESTIMONIALS

“

My mother-in-law spent the last one month of her earthly sojourn at Sparsh. Mere words cannot describe the care and compassion that was shown to her at Sparsh. No questions asked, no strings attached. We will forever be indebted to Sparsh and the team for understanding us and not judging us. It was a heart wrenching decision we had to make and that was only possible due to immense understanding and acceptance we got at Sparsh.

**- Kiranmayee Cheema**

“

Today, I happened to visit Sparsh Hospice, a great and noble driven voluntary organization. Incomparable service, it is.

May kind hearted people join hands to make this Organization sustain and carry forward this noble service "End of Life Care" concept. Thank you Sparsh for all the help.

**- Rajasekhar Kandepu, Senior Director,  
KL University**

“

Staff & Doctors are very polite, helpful & caring. Very good palliative care team. Thank you Sparsh for helping my father-in-law who breathed his last.

**- Ramani Kumari**

“

Thank you very much, good job team, keep up the good work.

**- Niece of a beneficiary**

“

Hello madam. Dad passed away this Saturday. I bow my head for the service you are giving. That was a great comfort in his last days. Ma'am on behalf of my whole family we *pranaam* (greetings with folding hands) to the whole family of Sparsh hospice.

In my dad's words "he has never seen such an institution of this great service".

Salute.

**- Daughter of a beneficiary**

“

My father passed away this morning suffering from cancer from last 3 years.

Thank you so much Sparsh hospice team for being such a great support and being so kind with my father in last life struggling journey. We will always be with you.

**- Daughter of a beneficiary**



# SPARSH GALLERY



*Team Sparsh during Ugadi celebrations.*



*Governing Board member Padma Bhushan Shri K Vara Prasad Reddy along with Sparsh Long-Term Trustees Suresh Reddy, Jagadish Ramadugu, Shashidhar K, Centre Head, Sparsh Hospice and others.*



*Daily routine check-up.*



*Community awareness.*



*New year celebrations*



*Patient reading the doctor's ID card while the homecare visit.*



*Reading time.*



*Case discussion between doctors and hospice administrator.*



*Bio-medical waste management training given to the care team.*



# SPARSH GALLERY



Valentine gift.



Birthday celebration of a social worker.



Taking blessings



Manjula Kalyanasundaram, SBI MD, in conversation with a patient.



Understanding prescription management.



Rotary District Governor K Prabhakar along with other Rotarians at Sparsh.



Sparsh at IAPC Conference.



Sparsh's 4 palliative care physicians with hospice administrator.



Social support to our home-care beneficiary.



Ramzan prayers at Sparsh.



Family members appreciating the work of a nurse while their visit to loved one in hospice.



Sparsh team leaving for awareness programme at Wanaparthy, Telangana.



Staff nurse during a conversation with a patient.



PAST




PRESENT



Sparsh Hospice


THANK YOU FOR THE SUPPORT

To know more about Sparsh Hospice:

 [www.sparshhospice.org](http://www.sparshhospice.org)

 +91 7995027878 / 9

 Sy No. 7/1/2, Next to Oakridge Int'l School, Khajaguda,  
Hyderabad, Telangana - 500008

 [info@sparshhospice.org](mailto:info@sparshhospice.org)