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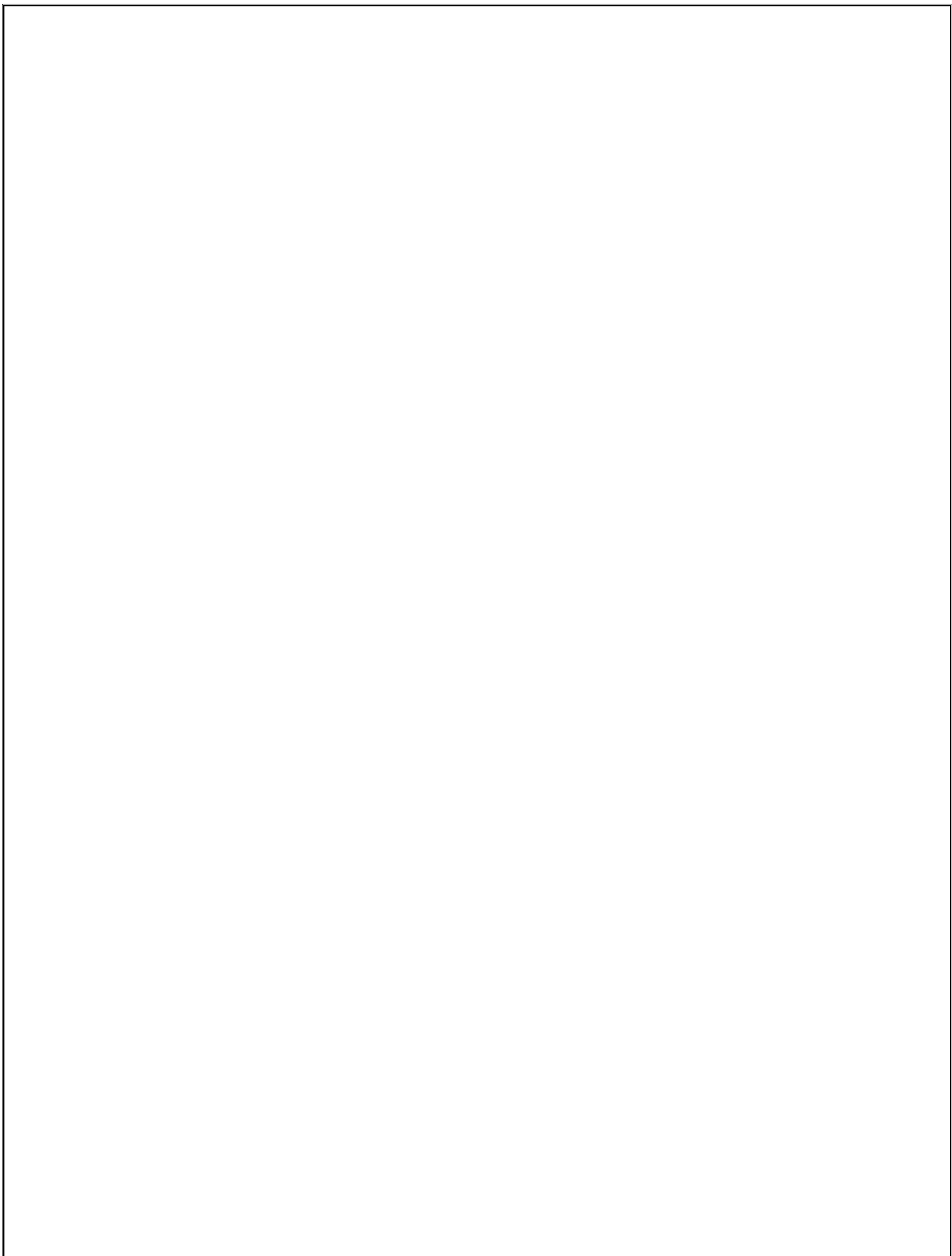


# SWASTHYA PROJECT- HYDERABAD

## Project Completion Report

(25<sup>th</sup> July 2020 to 24<sup>th</sup> October 2020)





## BACKGROUND OF THE PROJECT

Smile Foundation is a national level not for profit development organization formed in the year 2002 and it is currently benefitting more than 750,000 underprivileged children & youth directly through more than 200 welfare projects through initiatives in education, healthcare, livelihood, women empowerment, and advocacy across 25 states of India.

Under health intervention, Smile Foundation aims to improve access to essential health services through delivering doorstep medical care facilities to vulnerable and marginalized section and thereby providing accessible health services to the target population, aiming to attain a holistic healthy society. Considering the lagging health status of rural and urban slum population of India, Smile Foundation initiated **Smile on Wheels** program in 2006.

Smile on Wheels is a multi- centric project with an objective of providing a comprehensive range of health care services to under-privileged community in remote rural areas and slums through an equipped mobile medical van. The programme is based on innovative concept of “Community centric sustainable health delivery model”.

With the support of the **Swiss Agency for Development and Cooperation (SDC)**, **Smile Foundation** is implementing **Swasthya (Tele Consultation) Project** in Twin Cities of the Hyderabad and Secunderabad Slums. We have identified all slums from Begum Peta Airport area. All the operating slums are located in heart of the city. The 10 slums are equipped with vicinity district population. 70% of population is belongs to Muslim Community. The Slums dwellers are working as auto drivers and rickshaw pullers, majority of the women are working as domestic servants, working as Hamalis and construction Labour. In proportion to more than 2 lakhs population in these slums, they have only one health facility centre in the area.

### Impact/Highlights

- *3847 Beneficiaries were treated through 60 OPDs.*
- *1130 of the beneficiaries were Male 2044 beneficiaries were Females and the rest 673 beneficiaries were children.*
- *224 Point of Care (POC) tests were conducted*
- *3000 Hygiene Kits were distributed in the operating slums*
- *34 Community Meetings were conducted to increase community participation in issues concerning health especially on COVID-19 and NCD.*
- *47 cases were referred to various specialists in Government Hospitals*
- *3120 survey forms completed in the operating slums.*

## PROJECT INTERVENTIONS

### Activities organized during the reporting period

- Organized general OPDs at recognized 10 slums through tele consultation
- Done specialized screening and one to one counseling for NCD patients
- Organized IEC activities during the OPDs on NCD and COVID-19
- Medicines distributed at zero cost
- Assessment survey was carried out to assess Health practices and Challenges by ground team
- Made referrals to nearest government facilities by the team and same was followed up

### Mobile Health Clinics (OPD)

The mobile hospital is providing OPD- curative services through tele consultation for common ailments, providing testing and medical services to the Hypertension and Diabetic patients, counseling on NCD, dressing of wounds, Rapid Test

| Sr. No.      | Month     | No. Of camps | No. Of beneficiaries |
|--------------|-----------|--------------|----------------------|
| 1.           | July 2020 | 5            | 119                  |
| 2.           | Aug 2020  | 19           | 624                  |
| 3.           | Sep 2020  | 17           | 1385                 |
| 4            | Oct 2020  | 19           | 1719                 |
| <b>TOTAL</b> |           | <b>60</b>    | <b>3847</b>          |

(blood & urine), referral services for tertiary care, free distribution of medicines and organized IEC activities to the targeted population particularly women and children in need. Details on each above mentioned activity is showcased in following section of the report.

### BENEFICIARIES DETAILS

The main goal of Tele Consultation is to serve the most underprivileged section of the community through patient centric technology. The work does not end by reaching the most under-served area, rather starts and thus keeping into mind the domains of accessibility and affordability for the community, Smile on Wheels serves the urban slums.

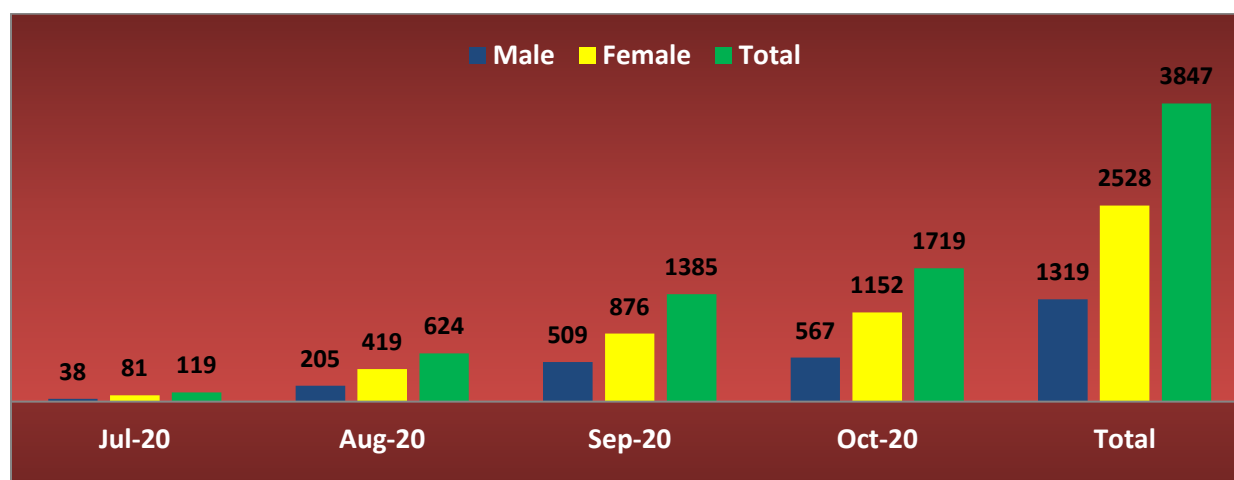
Below are the table and graph showing the detailed beneficiaries covered during the reporting period from 25<sup>th</sup> July 2020 to 24<sup>th</sup> October 2020 comprises total **3847 Beneficiaries** in which **1130 are Adult Male** and **2044 are Adult Female & 673 are children**.

| Beneficiaries Details |      |        |          |    |       |
|-----------------------|------|--------|----------|----|-------|
| Month/Location        | Male | Female | Children | TG | Total |

|                       |             |             |            |          |             |
|-----------------------|-------------|-------------|------------|----------|-------------|
| <b>July 2020</b>      | 38          | 81          | 0          | 0        | 119         |
| <b>August 2020</b>    | 174         | 365         | 85         | 0        | 624         |
| <b>September 2020</b> | 453         | 767         | 165        | 0        | 1385        |
| <b>October 2020</b>   | 465         | 831         | 423        | 0        | 1719        |
| <b>Total</b>          | <b>1130</b> | <b>2044</b> | <b>673</b> | <b>0</b> | <b>3847</b> |

### Gender Wise Detail of Beneficiaries

Over the past decade, gender equality has been recognized as key not only to the health of nations, but also to their social and economic development. Women are those who are unable to obtain quality health care by virtue of barriers that contribute to health care inequities. As a result of this unequal social order, women are usually relegated into positions where they are not only more vulnerable to suffering from health problems, but also less able to have access and control over healthcare resources than men. For this reason the focus group of this project has been women and children as they constitute the vulnerable section of society. It is evident from the table and chart the project has been successful in achieving its goal. **66% of the beneficiaries were women and while the rest of were male.**



### Economic Status Details

Health and Social Class have a great association. SoW's one of the key objectives is to provide affordable and accessible healthcare facilities to the neglected and deprived section of the society. Thus, the record of the economic status is also an indicator of whether the services are being rendered to the most deprived section of the society. The health services have reached out the most to those beneficiaries for whom availing health facilities is an uphill task, due to lack of financial resources, lack of awareness etc with **100% beneficiaries from below poverty line (BPL) category.**

## POINT OF CARE TESTS

Point of Care Tests (POC) or Rapid Test is another important tool during OPD of Tele Consultation to benefit people. Normally, any POC tests which often comes with the Health Check Up and are highly needed for a proper diagnosis, disturbs the overall expense he/she plans for the month. In most of the case it cost major portion of the total medical cost. POC Test in SoW gives advantage to the Health Care services in SoW as it leads one step ahead to understand

the patients and in diagnosing prevailing diseases. The other tests of referral testing for COVID-19, out of 15 suspect cases during the OPDs, 1 case is positive and rest of ones are negative. The table shows the POC test done during the reporting period.

| LAB TEST BIFURCATION |           |           |           |            |            |
|----------------------|-----------|-----------|-----------|------------|------------|
| Type of Test         | July 2020 | Aug 2020  | Sep 2020  | Oct 2020   | Total      |
| HB                   | 0         | 1         | 2         | 2          | 5          |
| RBS                  | 0         | 35        | 58        | 102        | 195        |
| UPT/Pregnancy        | 0         | 2         | 4         | 3          | 9          |
| Others               | 0         | 3         | 4         | 8          | 15         |
| <b>Total</b>         | <b>0</b>  | <b>41</b> | <b>68</b> | <b>115</b> | <b>224</b> |

| LAB TEST BIFURCATION |            |                   |                 |
|----------------------|------------|-------------------|-----------------|
| Type of Test         | Total      | Positive/Abnormal | Negative/Normal |
| HB                   | 5          | 0                 | 5               |
| RBS                  | 195        | 53                | 142             |
| UPT/Pregnancy        | 9          | 1                 | 8               |
| Others               | 15         | 1                 | 14              |
| <b>Total</b>         | <b>224</b> | <b>55</b>         | <b>169</b>      |

## Disease Pattern

| Disease Pattern July to Oct - 2020 |                          |        |        |        |        |       |
|------------------------------------|--------------------------|--------|--------|--------|--------|-------|
| SI No                              | Type of Disease          | Jul-20 | Aug-20 | Sep-20 | Oct-20 | Total |
| 1                                  | Acid Peptic Disease(APD) | 0      | 3      | 7      | 19     | 29    |
| 2                                  | Acute Diarrhea           | 2      | 9      | 12     | 12     | 35    |
| 3                                  | Acute Gastritis          | 19     | 57     | 63     | 87     | 226   |
| 4                                  | Acute Gastroenteritis    | 1      | 3      | 5      | 7      | 16    |
| 5                                  | Anemia under evaluation  | 1      | 3      | 3      | 4      | 11    |
| 6                                  | Aphthous ulcers          | 2      | 31     | 5      | 33     | 71    |
| 7                                  | Blepharitis              | 0      | 0      | 0      | 0      | 0     |
| 8                                  | Burn (first degree)      | 0      | 2      | 3      | 5      | 10    |
| 9                                  | Dental Caries            | 1      | 5      | 19     | 29     | 54    |

|              |   |            |            |             |             |             |
|--------------|---|------------|------------|-------------|-------------|-------------|
| 10           | Dermatitis                                | 0          | 8          | 22          | 28          | 58          |
| 11           | Diabetes Mellitus Type 2                  | 4          | 54         | 131         | 141         | 330         |
| 12           | Diabetes Mellitus Type 2 and Hypertension | 4          | 52         | 33          | 31          | 120         |
| 13           | Dust Allergy                              | 0          | 0          | 0           | 0           | 0           |
| 14           | Eczema                                    | 0          | 0          | 0           | 0           | 0           |
| 15           | Functional Constipation                   | 1          | 5          | 12          | 7           | 25          |
| 16           | Gastroschisis                             | 0          | 0          | 0           | 0           | 0           |
| 17           | Hypertension                              | 6          | 47         | 112         | 68          | 233         |
| 18           | Hypertension and Osteoarthritis (Knee)    | 0          | 0          | 0           | 0           | 0           |
| 19           | Infected Wound                            | 1          | 5          | 8           | 9           | 23          |
| 20           | Leucorrhoea under evaluation              | 0          | 2          | 3           | 1           | 6           |
| 21           | Lower Backache under Evaluation           | 9          | 56         | 66          | 84          | 215         |
| 22           | Menorrhagia Under Evaluation              | 0          | 0          | 0           | 0           | 0           |
| 23           | Musculo Skeleton Pain                     | 0          | 0          | 0           | 0           | 0           |
| 24           | Oligomenorrhoea                           | 0          | 0          | 0           | 0           | 0           |
| 25           | Osteoarthritis (Knee)                     | 18         | 58         | 76          | 99          | 251         |
| 26           | Otalgia under evaluation                  | 0          | 0          | 0           | 0           | 0           |
| 27           | Otorrhoea Left Ear                        | 0          | 3          | 4           | 3           | 10          |
| 28           | Pain Abdomen under evaluation             | 6          | 5          | 6           | 8           | 25          |
| 29           | Pregnancy 2nd Trimester                   | 0          | 0          | 0           | 0           | 0           |
| 30           | Pregnancy 3rd Trimester                   | 0          | 0          | 0           | 0           | 0           |
| 31           | Scabies                                   | 0          | 2          | 3           | 5           | 10          |
| 32           | Stey(Left Eye)                            | 0          | 0          | 0           | 0           | 0           |
| 33           | Tension headache                          | 4          | 0          | 73          | 128         | 205         |
| 34           | Trauma                                    | 1          | 21         | 56          | 66          | 144         |
| 35           | Upper Respiratory Infection(URI)          | 36         | 131        | 606         | 794         | 1567        |
| 36           | Urinary Tract Infectin (UTI)              | 0          | 2          | 1           | 2           | 5           |
| 37           | Vulvovaginitis                            | 0          | 2          | 3           | 1           | 6           |
| 38           | Weakness under evaluation                 | 3          | 58         | 53          | 48          | 162         |
| <b>Total</b> |   | <b>119</b> | <b>624</b> | <b>1385</b> | <b>1719</b> | <b>3847</b> |

There were various major diseases which were prevailing on ground and have been treated by SOW during this reporting period, the limpidity towards the prevailing diseases and their

symptoms during particular period or season are noticeable, which gives the fair idea to bring sensitivity and awareness in the targeted urban slums in all the project locations. Initially it was found that people are less aware or not at all aware towards the disease pattern but with the help of the data which is given below in the table initiated us to bring awareness in the group of society to help them be precautious and raise sensitivity towards preventive health care. Disease pattern also helps us to mark out the medicines flow at particular period or season at the location areas.

## REFERRALS

We have referred the patients for higher medical facilities for further diagnostics and treatment to nearest Government facilities such as Basti Dhavakana and Gandhi Hospital. An effective referral system ensures a close relationship between all levels of the health system and helps to ensure people receive the best possible care closest to home. A good referral system can help to ensure: patients receive optimal care at the appropriate level, hospital facilities are used optimally.

| Referred for           | July 2020 | Aug 2020 | Sep 2020 | Oct 2020 | Total |
|------------------------|-----------|----------|----------|----------|-------|
| ENT                    | 0         | 0        | 0        | 0        | 0     |
| Medicine               | 0         | 0        | 0        | 0        | 0     |
| Surgery                | 0         | 0        | 0        | 0        | 0     |
| Gyanec                 | 0         | 0        | 0        | 1        | 1     |
| Pediatrician           | 0         | 0        | 0        | 0        | 0     |
| Ophthogolist/Eye       | 0         | 0        | 0        | 2        | 2     |
| Orthopedics            | 0         | 0        | 0        | 0        | 0     |
| Dermatologist          | 0         | 0        | 0        | 0        | 0     |
| Dentist                | 0         | 0        | 0        | 1        | 1     |
| Radiologist            | 0         | 0        | 0        | 0        | 0     |
| Diabetologist          | 0         | 12       | 5        | 11       | 28    |
| Gastrologist           | 0         | 0        | 0        | 0        | 0     |
| Urologist              | 0         | 0        | 0        | 0        | 0     |
| Cardiologist           | 0         | 0        | 0        | 0        | 0     |
| Others                 | 0         | 0        | 0        | 0        | 0     |
| DOTS                   | 0         | 0        | 0        | 0        | 0     |
| Higher Health Facility | 0         | 0        | 0        | 0        | 0     |
| PHYSICIAN              | 0         | 0        | 4        | 11       | 15    |



## Status of Referrals as on 24<sup>th</sup> October 2020

| Month        | Total no. of beneficiary referred to Higher Health care Facility | Total no. of Beneficiary reported back their status at SoW | Total no. of Beneficiary "Treated" | Total no. of Beneficiary "Treatment On Going" | Total no. of Beneficiary "Not visited" | Total no. of Beneficiary "Status not known" |
|--------------|--|--|------------------------------------|---|--|---|
| July 2020    | 0  | 0  | 0                                  | 0   | 0                                      | 0   |
| Aug 2020     | 12   | 12   | 8                                  | 4   | 0                                      | 0   |
| Sep 2020     | 9  | 9  | 8                                  | 1   | 0                                      | 0   |
| Oct 2020     | 26   | 25   | 19                                 | 6   | 1                                      | 0   |
| <b>Total</b> | <b>47</b>  | <b>46</b>  | <b>35</b>                          | <b>11</b>                                     | <b>1</b>                               | <b>0</b>                                    |

## IECs

It is one of the best tools to reach the information to the gross root. Smile Foundation team organizes Information, Education and Communication (IEC) activities under Smile on Wheels mobile hospital programme with the aim to increase the 'health seeking behavior'. We have organized various IEC activities such as NCD, COVID-19 and etc.

It is important to hear from those whom we serve, because it is they are the ones that should know the means to come out with the solutions for the problem they are in. With the help of SOW team we are achieving the goal through different levels of community meetings, Health Talks. During the IEC activities the team has taken precautionary measures such as to maintain social distance, wear masks and use of sanitizers. Also we have distributed masks to all the beneficiaries. The staff of our project wears PPE Kits during the IEC activities.

| Month        | No of IEC Activities Conducted | Male      | Female     |
|--------------|--------------------------------|-----------|------------|
| July 2020    | 0                              | 0         | 0          |
| Aug 2020     | 6                              | 5         | 27         |
| Sep 2020     | 13                             | 7         | 64         |
| Oct 2020     | 15                             | 2         | 63         |
| <b>Total</b> | <b>34</b>                      | <b>14</b> | <b>154</b> |



## Survey:

During OPDs Community Mobilizer has done survey with the beneficiaries, she has done home visits for survey, **total 3121 survey** done by the Community Mobilizer and rest of the team members. Survey has done in all the operating slums. Team has collected detailed information about the beneficiaries.



## Hygiene Kits Distribution

Each Hygiene Kits comprising with one Sanitary Napkin and Soap. Kit has designed with Smile Foundation, SDC & DWWP logo. We have distributed the kits two ways, during the OPD and survey. The team has explained very clearly about the importance of the kits and its uses. Total **3000** kits were distributed in all the operating slums.



## Milestones

- Presence of Swasthya project is felt in the community
- Community is familiar with the OPDs timings and locations (easy for mobilization)
- Acceptance of the community
- Each OPD location is assigned to a local volunteer for smooth functioning of OPDS
- Beneficiaries have adopted and started liking the Tele medicine concept.
- Developed linkages with key stake holders such as Anganwadi, ASHA, Health Facilities and etc

## Challenges

- Very scared to visit the mobile OPDs – initially it was a challenge citing the Covid19 situation. However, through constant mobilization efforts and seeing the kind of safety measures taken up at our van – people have grown in confidence to visit the OPDs
- Old age people not accepting the concept of video consultation and they are not having android phone, they don't know operating the android phones.
- Few patients visiting the OPDs does not want to touch the phone of the team members for the consultation

**Thank You**