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Life for All

A Quarterly newsletter of Christian Medical Association of India

A COMPREHENSIVE REPORT ON SECTIONAL CONFERENCES

Heart to Heart at the Atrium

One of the cardinal functions of CMAI is to facilitate networking opportunities for its members. The wave of such events come in cycles. The Biennial conference is the end and beginning of that cycle. Every Biennium begins with planning meetings at various levels and sections. That proceeds to activities such as training programs, workshops and sectional conferences. The biennial year will have regional conferences and subsequently close the cycle with one more round of meetings, elections and resolutions for another new Biennium. We have the next Biennial conference getting ready towards the end of 2019.

As the first set of meetings – the sectional conferences are now coming



Chai pe charcha: a scene from the NL Conference in Vellore

to an end, we did a survey of the outcome of these conferences and received the following responses:

Q: Describe the most striking observations during the conference:

For the Nurses League conference,

according to Jancy Johnson, NL Secretary, it was the spirit-filled worship by the visually impaired group from Annai Theresa Charitable Trust that came first. Among other things, she said it was interesting to watch the presentation on simulation training on maternal and neonatal care done by our co-partners in the AMANAT project, Bihar. The speech by Dr Satyajit

Ghosh, senior professor at VIT University on Climate Change: Global Perspectives and Engineering Solutions was something very

Continued on page 2

DEVOTION

A Call to Liberate the Afflicted

Many of us would say that Christ came into this world to save sinners. We are told that He came to "seek and save that which was lost"; but it is more than that. In Luke 4:18 he said that the Spirit of the Lord was upon Him, and that He was anointed to preach the good news to the poor and sent to proclaim release to the captives, recovery of sight to the blind, and to let the oppressed go free.

Jesus came to preach the good news. He did not have a message of defeat and discouragement; rather he preached the good news, the message of freedom. The mission of Jesus

Christ is the mission for us all (as we are the Church and as the Church being the body of Christ).

Everything he did is a ground for faith and call to action that we could follow his footsteps as 1 Peter 2:21 says "For to this you have been called, because Christ also suffered for you, leaving you an example, so that you should follow in his steps."

Yet, we have misused the mission Jesus had shown us (Luke 4:18). Firstly, we limit the poor and captives and blind and oppressed to physical and social states wherein the revelation of Jesus Christ revealed in Revelation 3:17 "You

say, I am rich, I have prospered, and I need nothing.' You do not realize that you are wretched, pitiable, poor, blind and naked." Secondly, we claim ourselves to be followers of Christ while we feel no compassion and take no action on behalf of people who are materially poverty-stricken and hungry, who are physically afflicted and oppressed by callous human power-brokers.

Jesus' message in the Nazareth synagogue offers a stark warning for us today. The Spirit has empowered us to cross cultural and other barriers with a message of justice, liberation, and salvation.

*Mr. Jianthaolung Gonmei,
Executive Secretary - Youth Concerns,
National Programme Commission, NCCI*

continued from Page 1

enlightening for the nurses to find their role in providing a healthy environment to patients in order to prevent infections.

The programme was on October 22nd to 24th at the Scudder Auditorium, CMC Vellore.

Ms Jancy recollected the speech of Mr Natchi Lazarus, who spoke on the spiritual side of distress. He explained how distress started in the Garden of Eden and the hope through Jesus as an answer to distress. He emphasized that if we have hope, we can rebuild anything. Mr Lazarus is the Chief Strategist at Open Mind Services, a digital marketing firm in Chennai.

Dr Abhijeet Sangma who organized the Doctors Section Conference commented that *"It was a time for old friends in medical missions to meet one another after several years. An opportunity for the young to learn from the senior stalwarts of missions.*

Participants were a mix of those who had been in missions and associated with one another for years and those who had just heard of the CMAI

the Keynote Speaker, Dr Vinod Shah beautifully described the Christian understanding of "Hope" through various real life examples.

Mr Lyric Abraham, the secretary for Allied Health Professionals said the 17th National Conference had seen 50% participation of youth and observed their active participation. The assembly of youth for another conference – Students' Empowering and Enriching Directive (SEED) happened subsequently on 5th and 6th January, 2019 at Kanyakumari. See report on Page 5.



Dr Bimal Charles at the Administrators Conference in Coonoor

fellowship and came to experience it, he said.

At the Doctors Section conference in Bangalore on November 23rd and 24th

At the AHP Conference, Mr I.S. Asher, Convenor of the Medical Records Management course of CMAI and the In-charge of our Vellore office, caught the attention of the participants with his vivid story of pipe organ to explain the importance of interdepartmental relationship and the perils of non-cooperation in organizations.

Quality of the devotion and the punctuality of the proceedings were striking features of the Administrators' Section Conference held in Coonoor in November, according to its sectional secretary Ms Elsy John. At the end of the event, one of the resource persons on his return journey escaped a major road accident by God's grace.

ABOUT THE FUTURE

"I think we have a good scope for the future," said Ms Jancy. Inspired by the speeches at the conference, she is up-scaling the Leadership Training Programme (Ward Managers) and looking forward to strengthening nursing education in the state of Nagaland. "We have already proved how CMAI could play a part in reducing the maternal and neo-natal mortality in Bihar by enhancing the skills of healthcare providers," Jancy added.

All sectional secretaries were encouraged by the active participation of the members and the high caliber of the speakers.



The gathering at the Chaplains Section Conference in Pune

For Ms Imtinenla Aier, Secretary of the Chaplains section, this was the first sectional conference. The most striking point she remembers is the quote from the keynote address delivered by Rev. Dr. Limatula Longkumer, Dean, Research/SATHRI, Senate of Serampore, *"Need is the only criteria, not value or worth or status for healing ministry. The call for an inclusive healing ministry that crosses boundaries and cultures,* he said. Referring to this year's theme "Who Touched Me?" she said *"deep compassion, understanding and the power of loving touch as in the story of the hemorrhaging woman in the Bible are the most powerful medicines in the holistic healing of a person."*

Conference was at Union Biblical Seminary, Pune on 9th January 2019. Dr. Nathaniel Sase, Director, Wanless Hospital, Miraj graced the occasion

The conference also discussed three Ps: Provision (People with expectations), Position and Politics. These three Ps can hamper the proper functioning of Christ's call and vision for the ministry of Christian ministers. Hence, resist it through God's grace.

Likewise, together we need to work together to bring down bad systems that create barriers towards holistic healing.



*Ms. Imtinenla Aier
Secretary, Chaplains Section*

FROM THE DESK OF THE GENERAL SECRETARY

Who Touched Me?

The theme for the Healing Ministry this year is "Who Touched Me?" and the devotional materials for observing the week are posted to member institutions and churches. I urge you to meditate and act on the theme.

The scriptural reference for the Biennial Year theme is taken from the Gospel of Luke where there is a narration of a woman with a discharge of blood for 12 years. She touches the fringe of Jesus' garment and receives healing immediately. Jesus was able to accept the touch and commend her faith in spite of the pressing crowd that moved and walked with him. He was able to identify the need of that single woman in the midst of many distractions.

This act of Jesus teaches us to be sensitive to individuals with different needs in the middle of competing world priorities. We notice that the disciples barricade Jesus and make it impossible for people to go near him.

In another episode mentioned in the Gospel according to Matthew, Chapter 19, we see the disciples stop parents whose children trying to come near their master. Disciples whose primary duty was to facilitate the Master's touch to all have become the barriers. Here Jesus



chides the disciples for their insensitive action.

As medical professionals, we are always pressed for time and thereby ignore the community around us. The needs that are not apparently expressed by the least of our brethren may not get noticed

at all. We have to be sensitive to the needs of people. In fact, the woman in our theme story comes to Jesus after losing hope in other healers. When people come to us as a last resort, we should refrain from exploiting them. Do we inquire how poor families have already spent huge sums for healing? Do we find ways to reduce their burden individually and collectively?

God wants us to be sensitive to the needs of the hopeless, find possibilities to serve them better since that's how we must serve our Lord better.



Bimal Charles

Dr. Bimal Charles
General Secretary

Healing Ministry Week - February 10 to 17

CMAI is observing the Healing Ministry Week along with the National Council of Churches in India, Catholic Health Association of India and the Commission for Healthcare Apostolate of the Catholic Bishops Conference of India. The Week will be celebrated from 10 to 17 February 2019. To thank God for the healing ministry, February 13 will be set apart as a special day of prayer. The Healing Ministry Sunday is on 10 February. In case you miss that Sunday, celebrate on the following Sunday on 17 February or on any Sunday of the year.

Please download the devotional materials and the Order of Worship from the cmai.org website. Please let us know how we could be of help to you. We are keen to know how you celebrated the occasion. Your feedback will strengthen our partnership.

SEED and its Ripple Effect!

Attention - Nursing Students! Debate competition and sharpening our soft skills!

CMAI through the SEED (Student Empowerment and Enrichment Directive) initiative is committed to nurturing our students in their journey towards becoming model healthcare professionals.

In order to expand our reach beyond the mission hospital network we look forward to a combined meeting with the Student Christian Movement of India to reach out to Nursing students in some of the southern states. The objective of the meeting is to introduce two fellowship networks for the students to enable their wholistic growth. CMAI being 'the professional and technical platform for Christian healthcare individuals' and SCMI being 'our response as Christians to social challenges platform'.

The meeting is scheduled from the morning of 1st to the afternoon of 2nd of February 2019 in SCMI compound in Bengaluru.

Dr. Priya John, Consultant, CHD

CMAI Partners with TISS in Management Workshop

CMAI and the Tata Institute of Social Sciences (TISS) will be conducting a two-week management workshop in Bengaluru from February 4th to 15th, 2019.

The venue will be Vidhyadeep CRI Brothers Institute, 128/1, Ulsoor Road, Ulsoor, Bengaluru - 560042. The workshop is for senior or middle management positions in hospitals or health care services. We have only 30 seats available. So please confirm your participation at the earliest to Mrs. Elsy John, Secretary Administrators Section, CMAI. Mobile:

9741336277



Ms. Elsy John
Secretary
Administrators Section
ejohn@cmai.org

CCH UPDATE

NABH Hospitals to Get More in PM JAY

With the announcement of the Prime Minister's Jan Arogya Yojana (PM JAY), health has been placed front and centre in the consciousness of the Indian polity today. Universal Health Coverage (UHC) being the purported aim of this scheme, the Ayushman Bharat Scheme has great significance in the country today.

Christian Coalition for Health (CCH), has engaged with NITI Aayog and Ayushman Bharat (AB) on a regular basis. When AB, PMJAY was announced, NABH and teaching hospitals were getting an extra 10 to 15 per cent on the published prices for various procedures. CCH advocated for an extra 10 per cent for hospitals situated in remote areas and we are happy to note that the government has accepted our proposal.

Over the past few months CCH and its members CMAI, CHAI and EHA have been engaging with AB, and other government agencies to clarify issues and advocating with our hospitals to take up the scheme.

CCH along with CMAI have held a webinar and also zoom meetings with the help of Dr. Pramod Jacob of Champa Christian Hospital, pilot hospital of PMJAY in Chattisgarh, to disseminate information about the scheme.

During these meetings and visit to some of our hospitals in the North East several issues and concerns have arisen which CCH is taking up with the AB deputy CEO.

CCH was asked to make a presentation on "PM JAY a Game Changer for the North East" at the North East Healthcare Leadership Summit. We presented the possibilities for healthcare to be affordable and accessible with this scheme, however, we also highlighted the earlier issues that had arisen with previous schemes of this nature. We asked the government to provide adequate infrastructure and assurance to especially the private not for profit hospitals on timely reimbursement.



CCH at the North-East Healthcare Summit

On the 30th of November NITI Aayog invited CCH to attend its first Development Dialogue. The topic for the dialogue was "Health System for a New India: Building Blocks". Representatives from the World Bank, WHO, ADB and internationally acclaimed researchers presented their papers. The deliberations and discussion were on purchasing of healthcare and financing. The deliberations have opened up possible partnership for CCH members with the government on training and quality assurance in the government's endeavour to achieve UHC.



Ms Anuvinda Varkey
*CEO, Christian Coalition
for Health (CCH)*

Webinar on Risk Management

Are we as an organization at risk? What are the kinds of risks we face? Are we prepared to mitigate the risks...is this one of your challenges?

Is it seen or unforeseen; positive or negative? Well, risk is always an unforeseen event. If negative, it is construed as a threat and if positive, it's an opportunity. Example of an opportunity is to have state of art equipment; the opposed threat would be employees who are ill-equipped / unskilled to use the equipment proficiently.

Do we respond to threats and opportunities alike? No! Threats are to be mitigated and opportunities capitalized in a manner that the objectives of the organization are achieved.

Risk can be from an external source, such as change in status. Internal risks could take the form of lack of adequate resources within the organization.

It is the responsibility of all the employees to identify and take steps to mitigate the threats and leverage on the opportunities. The mechanism should be robust and form a part of the internal control system, weaving into the strategic plan of the organization.

Organizations which do not have a Risk Management Policy is likely to be victims of a possible catastrophe due to neglect of this factor.

The Finance department of CMAI will be organising a Webinar on Risk Management on Jan 30th Wednesday at 2.30 pm.

Resource Person: Dr Sanjay Patra, Executive Director of Financial Management Services Foundation (FMSF), New Delhi.

Please log on to: <https://cmai.adobeconnect.com/risk-management/> and enter as 'guest' and type your name and the number fo people attending at the site.

AHP YOUTH FORUM

SEED Empowers Youth in Tamil Nadu

A unique initiative of CMAI AHP Section titled SEED (Students Empowering and Enriching Directive) was launched to develop leaders among the youth who are pursuing a career in Allied Health Sciences. The two-day programme



Youth in group activity at the SEED Conference

on January 5th and 6th, 2019 was attended by 103 students in Kanyakumari, Tamil Nadu.

The Keynote address was delivered by Dr James R Daniel, who kept the students energized with questions and humorous anecdotes. He said lack of knowledge is the reason for lack of confidence. He also advised them to uphold integrity and truthfulness in whatever they did.

Dr Bimal Charles encouraged the students to become spiritually alive and socially relevant. The programme was inaugurated by Dr J A Jayalal, the President of IMA, Tamil Nadu and felicitation address was given by Dr Rabiraja Singh. (Professor in Radiology Diagnosis, CMC Vellore and Co-Convenor Medical Radiation Technology, CMAI)

Tamil Nadu Regional Facilitator Mr Santhos Kumar engaged the students with various fun activities that created a bonding among the participants.

In a session on women empowerment, Adv Mrs Jeyarani Jerry explained a few good examples of real life incidents on knowing the law and empowering ourselves according to situations. This was followed by cultural activities from different institutions.

Dr Sujith Ralin Daniel led a detailed session on Communication Skills on the second day which was followed by sessions on Personality Development by Mr A. P Berry, and a speech on this Biennium theme "Who Touched Me" by Mr W Robert Gnanadhasan. Mr Lyric Abraham, Secretary, AHP Section spoke on Non-Communicable Diseases, Health and Awareness.

At the end of the programme, five "Champion SEEDs" were selected. These champions will coordinate the SEED programme in Tamil Nadu Region.



Mr. Lyric Abraham
Secretary
Allied Health Professionals Section
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An Inspirational Journey of Anto Ramesh

On Jan 7th, 2019 the *New Indian Express*, Bangaluru carried an inspiring news on Mr Anto Ramesh Delvi D, the General Manager of the Radiology Department of Columbia Asia

Hospital. CMAI is proud to mention this because he is the Regional Administrators Section Representative and we congratulate him for getting featured on a national daily. The story goes like this:

BENGALURU: If you meet the general manager of the radiology department at Columbia Asia Hospital, it's hard to imagine that Anto Ramesh Delvi D started out as a daily wage labourer. Hailing from Ranipet, Tamil Nadu, he lost his father to a heart attack when he was 10 years old. "My mother was a nursing assistant at a hospital. She raised my younger sister and me with great difficulty. I wasn't a great student. I dropped out of my college when I was in the third year of my Bsc," recalls the 50-year-old.

He couldn't find a clerical job due to his low academic score and started working as a daily wage worker at an electronics repair shops and at construction sites. This went on from 1989 to 1992. Later, with help from his uncle, he came to Bengaluru with his friend to write an examination at the CSI Hospital, for admission in a radiography course.

To continue reading about the rise of a pauper to prince, you must click on the link below:

<http://www.newindianexpress.com/cities/bengaluru/2019/jan/07/from-daily-wage-earner-to-head-radiographer-1921863.html>

The report ends like this: He also ran a hospital in Doddaballapura, Bengaluru rural, from 2011 to 2013 where he was in charge of all aspects of operations and management. However, Columbia Asia asked Delvi to return as the general manager of the radiology department. It has now been five years since he took over as the general manager of the department for all branches of the hospital in India. "My biggest take-aways are to keep trying and the importance of giving people a chance," he says.

Report sent by Ms Elsy John, Secretary, Administrators Section

GRADUATE SCHOOL OF NURSING

When you miss the bus, there is always one behind

Post Basic B.Sc. Nursing Course is a way of upgrading and up-skilling when one misses the B.Sc. Nursing opportunity and end up with General Nursing and Midwifery course(GNM) which is basic.

Mid India Board of Education MIBE Graduate School for Nurses, Indore (M.P) trains nurses to be administrators, educators and leaders. The college conducts only the Post Basic degree in Nursing (PB.B.Sc.-N) currently. It is affiliated to Madhya Pradesh Health Sciences University, Jabalpur. The college is recognized by Indian Nursing Council and State Nursing Council.

This institution is run under the Nurses League (NL) of the Christian Medical Association of India (CMAI). In three batches, the college has 57 students. Since its inception in 2005, more than 200 students graduated and are working as tutors and principals in our affiliated Schools of Nursing. Many of them are employed in their respective home states, mostly working in Central India where there is a dire need for their services.

In an interview, Ms. Shimy Mathew, the secretary of MIBE, answered a few frequently asked questions:

This two-year course is recognized by the Indian Nursing Council. After the General Nursing this additional two years will make them equivalent to a B.Sc Nursing qualification. The degree is written as Post Basic B.Sc (N). The basic qualification to enter GSN is to have a degree in General Nursing and a registration with the State Nursing Council.

The need for higher training for

certificate nurses was stressed by the Mudaliar Commission for Educational



Ms. Shimy Mathew, Secretary MIBE

reform in India in 1952. Two years post basic certificate B.Sc (N) programme began in December 1962 at the University of Kerala for those with diploma in general and midwifery with minimum of 2 years' experience. At present there are many colleges in



GSN Faculty (from left) Ms. Sapna (Tutor), Centre: Mrs. Rachna Walter (Acting Principal), Right: Mrs. Sonia Herbert (Lecturer)

India offering PB BSc(N) Course.

We follow the INC curriculum. This course is currently offered in both government and private institutions.

How is your course different from the distance education course?

There are a few institutions where it is

offered as a distance education course which is not accepted by statutory bodies and is considered as a malpractice.

When GSN started in 1945 it was the only institute offering post graduate /diploma courses. Basically our aim was to create nurse leaders in education and administration for the Hindi speaking region of the country. Our students are from Central India. We encourage students from other states too.

GSN offers hands-on education that is learner-centred and tailor-made to foster personal, clinical and professional excellence. The college which is residential, has a well-stocked library with e-cataloguing system, computer lab, wireless internet and many learning labs.

Is it a residential course?

It is not compulsory for students to be in the hostel since it is a post graduate programme. We have the capacity to accommodate 60 students, 30 in each batch. Our sanctioned intake is 30 per batch. This year we enrolled enough students, most of them from our MIBE affiliated institutions.

Where do they go for practicals?

Christian Hospital Indore is on the same campus and is the parent hospital. We also have Gokuldas Multi-specialty Hospital and Dolphins Hospital as affiliated institutions. For Mental Health they go to the Government Mental Hospital in Indore for practice.

We are working towards our vision of making GSN one of the best centres for Continuing Nursing

Education and hosting a series of workshops, seminars and short term courses. It has been a great challenge for GSN to strive for excellence and ethical standards in the midst of unethical and malpractice in Nursing Education around us.

What about placement services?

Many students seek our guidance and we recommend them to our affiliated institutions. We also encourage them to write recruitment exams and attend interviews during their second year, so that by the end of their course they have their placements ready.

This year an agency conducted interviews for multi-specialty hospitals in Indore in our school. Six were selected.

Our training equips them to work in India and abroad. We did have students from other countries in our courses at GSN. Students from Central India prefer to work in their own states. With big hospitals in almost all major cities, the craze to go abroad has come down. Salary is also very good in India.

Most graduates prefer work as staff nurses in government, railway hospitals, Apollo or AIIMS. There are a few who choose to be tutors, clinical instructors, ward sisters or managers.

What is the cost of PB.B.Sc (N) at GSN?

As I said before, it is a two-year course. Each year the cost is Rs 80,000 which includes tuition fee, mess fee and accommodation. We encourage sponsorship for the economically weak and the most deserving candidates. So I appeal the readers to sponsor partly or fully to give a career to at least one nurse. We have at present four students who are sponsored by individuals.

Interviewed by Jacob C. Varghese

FINANCE MATTERS***Is your organization compliant?***

In the last quarter of the financial year; presuming you have the 12A registration under Income tax act and FCRA registration renewed have you complied with the following?

I. Foreign Contribution Regulation Act 2010

Online quarterly submission and disclosure in public domain of foreign contribution. Online submission of Annual Returns - last date extended from 31st December 2018 to 31st March 2019.

II. Income Tax Act 1961

Tax return for Financial Year 2017-18 (AY 2018-2019) should have been filed on or before 31st August 2018.

TDS is remitted before the 7th of the succeeding month. TDS Returns for first three quarters to be filed by 31st July, 31st October and 31st January. For last quarter 31st May in following financial year.

III. Goods and Services Tax 2017

Last date to claim input tax credit for July 2017 to March 2018 was 31st December 2018 or date of filing annual return whichever is earlier. Date extended to 31st March 2019.

GST audit is mandatory if turnover is more than Rs. 2 Crores per annum.

IV. Employees' Provident Fund and Miscellaneous Provision Act 1952

Employees & Employers contribution to be remitted before the 15th of every subsequent month. Return to be filed by 25th of subsequent month.

V. Employees State Insurance Act 1948

Employees & Employers contribution to be remitted to before the 21st of every subsequent month. Half yearly returns to be filed before 11th May and 11th November.

VI. NGO Darpan

Under Niti Aayog, all Voluntary Organisations and NGOs are required to enroll to create a repository. A unique ID will be generated. This is essential while seeking funding from the government and filing returns with Ministry of Home Affairs.

VII. Book keeping / Audit

1. Utilisation of Foreign contribution for administrative purpose is limited to 50%.
2. Statutory audit for FY 2018-19 in progress.
3. Receipts from commercial activities should not be more than 20% of gross receipts to be eligible for tax exemption.
4. Budget for 2018-19 is under review with actual performance.
5. Budget for 2019-2020 is under process.
6. General Insurance premium against fire and theft paid till date
7. Fixed Asset verified on a regular basis as according to the Fixed Asset Management Policy.
8. Reconcile the Debtors and Creditors accounts (banks / vendors).



Ms Deepti Singh
Finance Manager
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CMC-CMAI Diploma in Hospital Administration

The staff of small hospitals face big challenges from rising patient expectations, expanding regulatory requirements and the rapid pace of change in healthcare. On the job training and experience may not be enough for them.

The Christian Medical College Vellore (CMC) has joined hands with the Christian Medical Association of India (CMAI) to introduce a blended learning programme designed for employees of mission hospitals: Diploma in Hospital Administration.

The course will help them acquire the knowledge and skills needed to become efficient managers and leaders while continuing to serve their institutions. It will help them to integrate theoretical and scientific frameworks with their own experience in order to implement best practices in their hospitals.

DHA is a one- year distance learning programme with contact classes for 2 weeks in the month of (September) at CMC Vellore. The detailed application form can be downloaded from or <http://cmai.org> or cmch-vellore.edu

RESOURCE DEVELOPMENT UNIT

Go for Better Quality Services through Accreditation

Getting accreditation by a nationally accepted agency is important for quality healthcare in our country. Such agencies conduct strict quality check through various methodologies and tools to supplement the efforts of the providers of healthcare service. It is a public recognition of keeping quality standards by a healthcare organisations, demonstrated through an independent external assessment of the level of performance.

Accreditation relies on establishing technical competence of healthcare organisations in terms of standards in delivering services. It focuses on learning, self-development, improved performance and reducing risk. Accreditation is based on optimum standards, professional accountability and encourages healthcare organisations to pursue continual excellence.

Regulation v/s Accreditation

Regulation is mandatory whereas accreditation is voluntary. Accreditation is promoted by way of incentives and market forces.

Many Christian mission hospitals have been working for the past many years with an assumption that our service is the best. However, now patients have an option to choose better hospitals that provide better services and many private hospitals are competing to provide the best services and quality. Though mission hospitals are not meant for profits, quality of service matters.

Why quality for hospitals?

It enhances professionalism, and aims towards patient satisfaction. Quality promotes medical tourism, emphasizes on prevention and planning, and motivates all staff to be involved in the process. In our country it has become a movement.

What defines quality?

Here are a few textbook definitions

“The totality of characteristics of a medical service that bear on its ability to

satisfy stated or implied patients’ needs”. “Degree to which a set of inherent characteristics fulfills patients’ requirements, stated or implied”.

Continuous Improvement

What matters is that we must improve our skills and services, which requires a total evaluation and setting up of goals. If we are static, we are going backwards.

The practice of medicine is changing in terms of structures (machines,

manpower, money), processes (clinical, lab, OT, Pharmacy) and outcomes (Clinical, infections, information management).

Accreditation through reputed agencies is becoming a strict benchmark among the enlightened patients and a model for running your hospitals.



Indira K.
Manager, Special Projects

Second Ward Managers’ Training in Delhi



The second contact program of the ward managers training was held at the CMAI headquarters from December 6-8, 2018.

Twenty two participants from 10 mission hospitals attended the training. On the first day a session on Ethical and moral values and on soft skills were taken by Dr Priya and Mrs Indira Kurapati respectively. It was followed by individual and group evaluation using Objective Structured Clinical Examination (OSCE) and role play method.

High levels of knowledge as well as skills domains have been empirically proved through the evaluation. The certificate distribution ceremony was held on the second day, for which Sr Nirmala, Director CBCI-CARD, was the Chief Guest who distributed the certificates to the participants.



Digitization in progress

Digitization done!

During the last Central Education Board (CEB) Course Conveners’ meeting, CMAI had taken a joint decision to digitize the course records. The process has started and at the time of writing this report, all Vellore-based course records had been digitized.

REGIONAL FACILITATORS IN ACTION

Every Thread Matters

Recently someone asked me: “How can I be a blessing to others?” My simple answer was this - When a day dawns, trust that God has given immense opportunities for you to be a blessing. He has assigned you to be available to others; help a friend voluntarily, and be sensitive to the needs of another. Then your life will be worth a living.

Two emails that flashed on my screen have prompted me to write this note. One was from Mr. Vijay Kumar, the Regional Facilitator for Andhra Pradesh/Telangana

who narrated this story. During his official tour, he met a church pastor, who mentioned that a GNM graduate, Ms Lavanya, the bread-winner of her family, lost her nursing job. He wanted to know if CMAI could help her find a job.

Shortly after meeting the pastor, Vijay Kumar met a hospital Medical Superintendent in the nearby town. While briefing about CMAI activities, Vijay Kumar was squarely cornered by the doctor – All well... how could CMAI help to find a qualified nurse immediately?

Then Vijay Kumar remembered his earlier conversation with the pastor and about the unemployed nurse. When mentioned about the availability of a nurse, the doctor invited her for an

interview and later she was hired. Vijay Kumar believes that he was available in God's time and place, to help a family. Neither the pastor nor the doctor was part of the CMAI. On behalf of CMAI, Vijay Kumar found an answer to a family's prayer.

Some people may call it coincidence but listen to Mr. Lyric Abraham, CMAI AHP Section Secretary, who wrote about his visit to a CMAI member hospital along with the Regional Facilitator of Bihar & Jharkhand Region, Mr. Yuhanna Pradhan.

Lyric wrote: To our surprise, the 200-year-old hospital was shut down for more than 20 years. But the structure was still intact. Some parts of the hospital structure was rented to someone. We met the chairperson who said the community would support five nurses, but there was no doctor in that area to lead. The villagers depended on the PHC nearby.



School children at the village where Lyric and Pradhan visited

Then Lyric continues: An assurance for assistance was made and unintentionally we gave them a ray of hope that this hospital could be revived. My faith-filled optimism later became a prayerful burden.

During their continued journey the same day, Lyric and Pradhan visited another hospital which had an encouraging story of revival from zilch. During their conversation, Lyric recalled the plight of the defunct institution, which was just 50 km away. The young leader Mr Samson Arohan, who revived this

hospital promised that he would find ways to make things happen in the other place.

The theme of this article is not about

the beneficiarries and the output - but the joy experienced and shared by Vijay Kumar and Lyric Abraham. Lyric calls this type of incidents “connecting-the-dots” where God's great design makes us connectors for doing something good.

Ravi Zacharias writes in his book *The Grand Weaver: Once you begin to see God's hand in your life, you will know that his workmanship within you and through you was tailor-made, just for you. His design for your life pulls together every thread of your existence into a magnificent work of art. Every*



Sis. Lavanya, who was helped by Mr Vijay Kumar. RF Karnataka



Mr Pradhan and Mr Lyric with Mr Samson Arohan

CMAI with NGOs, Churches and Hospitals in Gaja Relief Camps

During the Gaja cyclone relief work, Dr Anburajan, Regional Secretary, Tamil Nadu coordinated the medical camps in Nagapattinam Dist. CMAI worked with Joseph Eye Hospital in Pudukottai and Nagapattinam. In Aranthangi, our volunteers partnered with the Integrated Institute of Disaster Management.



The churches and NGOs which joined with CMAI were TELC Church in Thiruvarambur, Kaverinagar, Trichy; YMCA Trichy; Peace Trust, Tirunelveli; Peace Foundation, Nagapattinam and PDI, Tanjavur.

*Santhosh Kumar
Regional Facilitator, Tamil Nadu*

As reported by Lyric Abraham and Vijaya Kumar

COMMUNITY HEALTH DEPARTMENT

CMAI Taking a lead on Organisational Development

Taking the lead on the Organisation Development process - CHD is taking the lead on encouraging our member institutions to undergo an Organisation Development (OD) process which can lead to them improving on their service delivery and healthcare systems. To kick start this process, we are promoting the pre-conference workshop on NABH and Ergonomics being held in CMC Vellore on the 31st January 2019. *This workshop will be looking into implementation strategies for entry level NABH accreditation and CMAI hopes to do a robust and effective follow up strategy for the interested member institutions over the next six months.*

A BRIEF ON OTHER ACTIVITIES

The CHD of CMAI continues to carry out its role of giving technical expertise in the implementation of community based projects through our members

and the church. The two member institutions running projects in Maternal and Child Health are Duncan Hospital, Raxaul (Bihar) and Padhar Hospital, Betul District, Betul (M.P.).

The Brethren in Christ Church in Purnea, Bihar continues making a difference in their surrounding villages and steeping up their reach through interacting with the Panchyat Raj Institutions.

Mental Health Initiative - CHD has prepared a strategy for engaging in Mental Health and is looking at comprehensive service delivery and capacity building at a primary intervention level with our member institutions and the interested churches. Consultants will be engaged to bring in the technical expertise and relevant training

CHD and the RFs - CHD continues to monitor and build capacity of the

Regional Facilitators. The main achievements being promotion of CMAI activities at the regional level leading to increased participation at our workshops and conferences.

Quality Conference at CMC

Christian Medical College invites you for the Second National Conference on Quality, Safety and Employee Health in healthcare on February 1 & 2, 2019. Pre-conference workshop will be on January 31st.

Hospitals strive hard to ensure quality and cost-effective treatment without harming the patients, bystanders, staff and the environment. This conference aims to offer new insights that can be adopted by hospitals towards quality improvement. .

<http://clin.cmcvellore.ac.in/shoq2019>

NURSES LEAGUE CONFERENCE

Climate Change and Impact on Health

The scientific sessions of the 70th National Conference of Nurses League concentrated on climate change. The first resource person, Dr. Satyajit Ghosh, Senior Professor, VIT University, Vellore & School of Earth and Environment, University of Leeds, UK, spoke on "Climate Change: Global Perspectives and Engineering Solutions".

In a comprehensive way, Dr Ghosh explained about the Green House Effect and climate change and how technology, like cloud seeding, cyclone warning Apps created by VIT students, etc. have helped in combating it. He emphasized on the need to use renewable sources of energy rather than fossil fuels. He also included how nurses can use this information in patient care, e.g., how to set ambient temperatures appropriately in in-patient rooms and the number of air changes

required in infection control. It was a much needed eye-opening session, and a wonderful opportunity to learn from Dr. S. Ghosh.

Following this Dr. Venkata Raghava M, Professor, Department of Community Medicine, CMC, Vellore, spoke on "Climate Change and its Effect on Health". He talked in detail about the possible health issues that arise due to climate change like air pollution related diseases such as COPD, drought related illnesses such as malnutrition, lack of safe drinking water and diarrhoeal diseases, vector-borne diseases, floods leading to relocation of large populations, etc.

The third scientific session was delivered by Mrs. Nahomi Clement, Principal, College of Nursing, St. Thomas Mission Hospital, Kattanam, Kerala on "Role of Health Care Professional (Nurses) in prevention

and preparedness".

The two-day conference (October 22-24) was packed with debates, poster presentations, quiz competitions and students sessions. Mrs. Alice Sony, Deputy Dean, College of Nursing, CMC presented the report.



Ms Jancy Johnson
Secretary, Nurses League
jancy.johnson@cmαι.org

OBITUARY

Dr J.A. Prem Kumar, consultant nephrologist, Kanyakumari passed away. He served as a honorary convenor for Dialysis Technology Training Committee (DTTC) of CMAI. He took over charges from the year 2013 and developed the number of training centres from 3 to 13 and the standard of education was well maintained.

He is survived by his wife, sons, daughter in law and a grand son. The CMAI and the Central Education board(CEB) and AHP section expresses our condolences to the bereaving family.



SHORT COURSE FOR COUNSELORS IN DIABETES MELLITUS



•The Department of Endocrinology, Diabetes and Metabolism will be organizing a Diabetes Educator Training Programme **from 4th Feb, 2019 to 14th Feb, 2019** (10 days Programme).

Participation Certificates will be awarded on completion

•(This training module is conducted every 3 months)

FOR REGISTRATION DETAILS & DATES, CONTACT - : Mrs. Vijaya @ 9789725281 / 0416-228-3156.

EMAIL : insulin05cmc@gmail.com

WHO CAN APPLY : Nurses, Dieticians

COURSE FEE :8,024/-(Incl of 18% GST and it covers Course Fee, Course Materials, Lunch & Refreshments).



SHORT COURSE FOR DOCTORS IN DIABETES MELLITUS



The Department of Endocrinology, Diabetes and Metabolism will be organizing an Intensive CME in Diabetes Mellitus for Doctors from **11th March, 2019 to 16th March, 2019** (6 days programme) - with practical and theoretical intonation followed by an assessment.

The course is recognized by the Dr. MGR Medical University for 30 CME credit points for Doctors.

Participation Certificates will be awarded on completion

(This training module is conducted every 2-3 months)

FOR REGISTRATION DETAILS & DATES, CONTACT : Mrs. Flory @ 9626064128 .

E MAIL : insulin05cmc@gmail.com

WHO CAN APPLY : MBBS / MD General Medicine / MD Community Medicine /
MD Family Medicine .

COURSE FEE : Rs. 10,856/- (Incl of 18% GST and it covers Course Fee, Course Materials, Lunch & Refreshments)



DIABETES FOOT CARE & FOOTWEAR TRAINING PROGRAMME FOR DOCTORS / PHYSIOTHERAPIST / NURSES



The Department of Endocrinology, Diabetes and Metabolism will be organizing a Foot care and footwear training programme for Doctor from **2nd April, 2019 to 5th April, 2019** (4 days Programme) with practical and theoretical intonation followed by an assessment.

The course is recognized by the Dr. MGR Medical University for 30 CME (Continuing Medical Education) credit points.

Participation Certificates will be awarded on completion

FOR REGISTRATION DETAILS & DATES, CONTACT - Mrs. Bharathi @ 9894317506 / 0416-228-3156.

WHO CAN APPLY : MD General Medicine / MS General Surgeons / MD Family Medicine /

Diabetologist / Endocrinologist / MD Community Health / Physiotherapist / Nurses

EMAIL : insulin05cmc@gmail.com

COURSE FEE : Rs.6,726/- (Incl of 18% GST and it covers Course Fee, Course Materials, Lunch & Refreshments)

