



KARUNASHRAYA

BANGALORE HOSPICE TRUST

QUARTERLY

NEWSLETTER

April-June 2020

Karunashraya during Pandemic

They say that the strength of people and of an organisation comes out best in times of extreme trial. The last four months have put the world, our country and each and every one of us under severe trial. Little can you imagine that a miniscule virus, so small that it cannot even be seen, can cause such havoc. Nobody has been spared and we in Karunashraya are no exception. If this situation affected only us, as individuals, it was easier to handle but having taken on the responsibility of our poor, suffering patients we had put ourselves last and had to look after their safety first.

I would like to share with our well wishers, donors and all other supporters the situation and how it was handled till now in Karunashraya. Since the virus spreads only from person to person it meant that we had to restrict the number of patients since each new patient meant not only one additional person (who could bring in the infection in) but also meant her/his anxious visiting relatives. Our Home Care service involves our staff travelling all over Bangalore to reach the homes of patients and this could take them to all sorts of vulnerable places from the infection point of view. This service also had to be restricted.

That is only from the dangerous virus point of view. But what about the people who had to look after not only patients and their relatives but all the other staff resident in our premises? I must wholeheartedly compliment every one of them because they displayed a courage rare in even older and more experienced people. I speak of the junior most young girls who render hands on care of the patients. I speak of the house keeping staff, and the nursing staff, and the counsellors, and the doctors and the kitchen staff, the drivers, and the gardeners, and the office staff, and the Marketing team, and the managers of each function. Every one of them displayed the sort of courage that spells out, in real terms, a spirit that says "patients first and we come after that".

While this by itself is most admirable it was as if they were following somebody who was inspired and selfless. I talk about the leaders in Karunashraya. They set an example which gave the staff the courage to think only of others. The Managing Trustee, the CEO, the team leaders of each function - every one of them led by example. They went out of their way and much beyond the call of their day to day responsibilities.

To all, and every one of them, my sincere appreciation. Thank you for displaying that the spirit of Karunashraya is service, selfless service.

**Kishore Rao,
Chairman**

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BANGALORE HOSPICE TRUST



IN-PATIENT CARE

NEW ADMISSIONS	: 143
RE ADMISSIONS	: 057
DEATHS	: 109
TOTAL NO. OF PATIENTS	: 251

HOME CARE

NEW ADMISSIONS	: 022
DEATHS	: 019
NUMBER OF PATIENTS	: 116
NUMBER OF HOME VISITS	: 151

www.karunashraya.org

Karunashraya during Covid-19 Pandemic

The entire World is currently under the grip of the terrible pandemic; India is also suffering tremendously with total number of infections racing towards a million mark. Karunashraya is making all efforts to cope up with the crisis. Initially, we had stopped admitting new patients but have started taking in only those having a medical emergency like severe pain, vomiting, bleeding, abdominal distention, seizures, breathlessness etc. We are operating only five wards at present but would gradually increase our intake of patients in due course of time. We at Karunashraya respect and strictly implement all the restrictions and suggestions as per instructions from the Government of India. We consider it our sacred duty to take the best possible care of our patients whilst making sure that they are safe from the Covid-19 infection.

We humbly request all our patients and caregivers to stay at home and to keep safe as to the best possible extent. We will support them in case of any emergency and services of Karunashraya will continue albeit with certain limitations. Stay home, stay safe.

MEDICAL TEAM

Best Practices of various Karunashraya teams during covid19 pandemic

Theodore Roosevelt once said- "Do what you can, with what you have, where you are". In these difficult times when the entire world is fighting an invisible enemy, there is a greater need for doctors who are working in Palliative care to join in this fight. It may not always involve treating a patient who has N-covid infection; sometimes it will mean to take care of those marginalized due to the low priority they present in the current scheme of things. The doctors at Karunashraya take care of one such group, those patients who have nowhere to go, those who are waiting for death to approach and it would be a relief for many to accept death.



During the pandemic there were several things that were changed to make sure that patient safety is taken into consideration. Strict screening process was started so that patient and attenders were checked for signs of N-covid infection. Patients being shifted from ICU and hospitals which were designated Covid centers were asked to come in with N-covid tested certificate. Care-givers are encouraged to visit the patient once or twice a week to reduce contact with suspected cases. If attenders wished to stay then they were advised to stay here full time.

We continue to serve our patients and their families during these difficult times since we are their last resort and many require intense support and care which only a palliative care team can provide.

- COVID-19: Government of India, Ministry of Health and Family Welfare, Directorate General of Health Services guide lines were updated to all the nursing staff.
- Using mask, cap, apron, gloves and face shield while taking care of patients.
- Daily cleaning of the wards, hostel and Corridors with 1% sodium hypochloride solution; fumigation of wards and hostel .
- Using PPE kit for taking care of high risk patients with respiratory symptoms; each member of the staff was given demonstration for using PPE kit as per WHO guidelines.
- Monitoring the visiting hours to strictly 15 minutes per person.
- Ensuring that all the visitors use mask and sanitizers inside the campus; providing mask to all those who come to the campus without mask.
- Prohibiting visitors to come to the nursing station; discharge procedure and handing over the dead body being done through the rear entrance to maintain the social distance.
- Ensuring stay of the nursing staff in the hostel; granting them leave only in emergency and their home quarantine after return.
- Isolating each staff with flu- like symptoms.

Additional Duties by Nursing Staff

- Keeping sanitizers in all the departments and corridors.
- Screening duty at reception for 8 hours.
- Maintenance of visiting pass and wrist band for visitors.
- Providing food for the relatives and meeting their basic necessities in consultation with HR manager.



Counselling Sessions



HEMOCARE

- Wearing N95 mask.
- Social-distancing (1 m).
- Wearing gloves each time we visit a patient; disposing off the gloves immediately and sanitizing our hands after each visit.
- Wearing face shield every time.
- Not counselling more than two family members.

COUNSELLING TEAM

Across the globe, COVID-19 has disrupted lives and challenged us to adapt to difficult circumstances. While so much has changed, one thing that's remained constant is our commitment to providing compassionate end-of-life care for the patients

- Wearing mask.
- Social-distancing (1 m).
- Maintaining separate chair for counsellor while doing family counselling.
- Not maintaining any physical contact with patients or the family members.
- As far as possible, organizing tele-counselling and video-counselling sessions for the families of the patients, in order to avoid in-person counselling.
- Not allowing more than two family members for a family counselling.
- Stopped group therapy for family members.
- Stopped group diversion therapy sessions for the patients.
- Using face-shield and gloves, if we witness any symptom related to COVID.
- Avoiding elderly persons and children for family counselling.
- After each visit to ward or patient or family counselling, washing or sanitizing our hands.



TEAM

With precautions, our staff is providing critical care that enables seriously ill patients to remain in the safety and comfort of their own homes.



BHT ADMINISTRATION

Beginning lockdowns till the 30th June '20, we had twice-a-week meeting with the management, including Managing Trustee, CEO and other departmental heads to discuss the preventive measures to be adopted in Karunashraya. Based on these meetings, we organized department-wise meetings to convey the decisions of the management and to get the feedback of one and all.

- Restricting entry of visitors to Karunashraya till 5 pm and keeping the gate locked thereafter.
- Screening at the reception area by remotely checking the temperature, sanitizing hands, entering the visitor details in the register, and issuing pass to them; restricting the visiting time to only 15 minutes; allowing only one attendant at one time; firmly securing a wrist band one each long-term attendant and not allowing them to leave the campus; serving food to such long-term attendants from Karunashraya mess.
- Given proper training on the usage of mask, gloves and sanitizer for all the employees. A special class was conducted for the supporting team like housekeeping, kitchen, drivers and gardeners regarding the usage of gloves, masks and sanitizers.
- Made necessary arrangements for employees to commute from their home to office during lockdown. Those who within a radius of 15 KM were picked up and dropped using Karunashraya vehicle; provided temporary accommodation to some employees within Karunashraya campus.
- The Karunashraya security regularly monitors the flow of visitors inside the campus, especially ensuring that all of them use masks and follow safety precautions.
- In spite of severe financial constraints during the pandemic, Karunashraya has retained all its employees and paid them salary even for the period they were not able to come during lockdown.



MEMORIAL DAY CELEBRATIONS

These were held during April 29- 30. As a part of our 21st Memorial Day celebrations, we had organized events like, Musical Chair, Cricket, Fashion show and eating competition for our nursing staff. The Memorial Day, marking the admission of the first patient into Karunashraya way back in 1999, was celebrated on May 1, 2020, in which the trustees of Karunashraya participated through virtual platform.





DOCTOR'S CARE
3172 Hrs



NURSING CARE
41552 Hrs



COUNSELLING
4436 Hrs



PHYSIOTHERAPY
608 Hrs



ADMIN SUPPORT
27524 Hrs

TESTIMONIALS

I would recall that my mother Ahalya R. Shastry (passed away, Dec-2010) was taken care by Karunashraya during her terminal stage of Brain cancer. I would like to thank your doctors, nurses and other staff who had helped us with such tough times. As an appreciation to the great service you all are doing to many cancer patients, I would like to make this humble donation.

- Best Regards, Abhijith R. Shastry

Thank you so much for the loving care you provided for my Mother and also for letting my sister Bency remain by her side. My Mother left us this morning in peace. We are extremely thankful to you especially the nurses who gave so much care and with so much love. If i may i would visit your place upon my next Indian visit , when we finally are allowed to travel to India from Germany. Until then we remain with Thanks and payers and wishing you all the best .Thank and god bless you all !

- Biju Kurian

GALLERY



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THANKYOU

The entire KARUNASHRAYA team is grateful for the many ways our community has come together to support our team, our patients, and their families during the coronavirus pandemic. Among the many acts of generosity we've received are PPE kits, masks and gloves for our staff.