

Zydus Lifesciences

CSR Impact Assessment Presentation

20th May 2022

AGENDA for today!

 **Overview of ZMCH, Dahod**

 **Approach and Methodology**

 **Results**

 **Conclusion**



Overview of Zydus Medical College and Hospital, Dahod

Overview of Zydus Medical College and Hospital, Dahod

Vision of ZMCH

- To establish world class institute of medical education and to train, in a spirit of collegiality with a standard of excellence, outstanding clinicians and innovative and human leaders in medicine and science.

ZMCH, Dahod

- Zydus Medical College and Hospital (hereinafter referred to as 'ZMCH' or 'hospital' or 'college') is a **self-financed brownfield medical college** and hospital established in 2017 in Dahod district, Gujarat.
- It intends to **serve the tribal and underserved populations** of eastern Gujarat, as well as nearby districts of Madhya Pradesh and Rajasthan.
- It was developed in a **Public Private Partnership (PPP) with the Government of Gujarat and Zydus Foundation** under the Health Policy, 2016 of Gujarat Governments.
- The campus comprises of a **medical college spread across 80,937 sq.m. of land** and **hospital set up over an area of 58,033 sq.m.**
- The college is known to be the **1st medical college** in the district and the **1st batch of MBBS programme** was commenced in 2018.
- Since the establishment of the college, **550 students have enrolled** in the MBBS programme, and has initiated **50 research initiatives.**

Medical Facilities at ZMCH

- General Medicine
- General and Laparoscopic Surgery
- Obstetrics and Gynaecology
- Paediatrics and Neonatology
- Ophthalmology
- Pulmonology
- ENT
- Orthopaedics
- Dermatology
- Dental Surgery
- Anaesthesiology
- Emergency and Trauma
- Psychiatry

Approach & Methodology

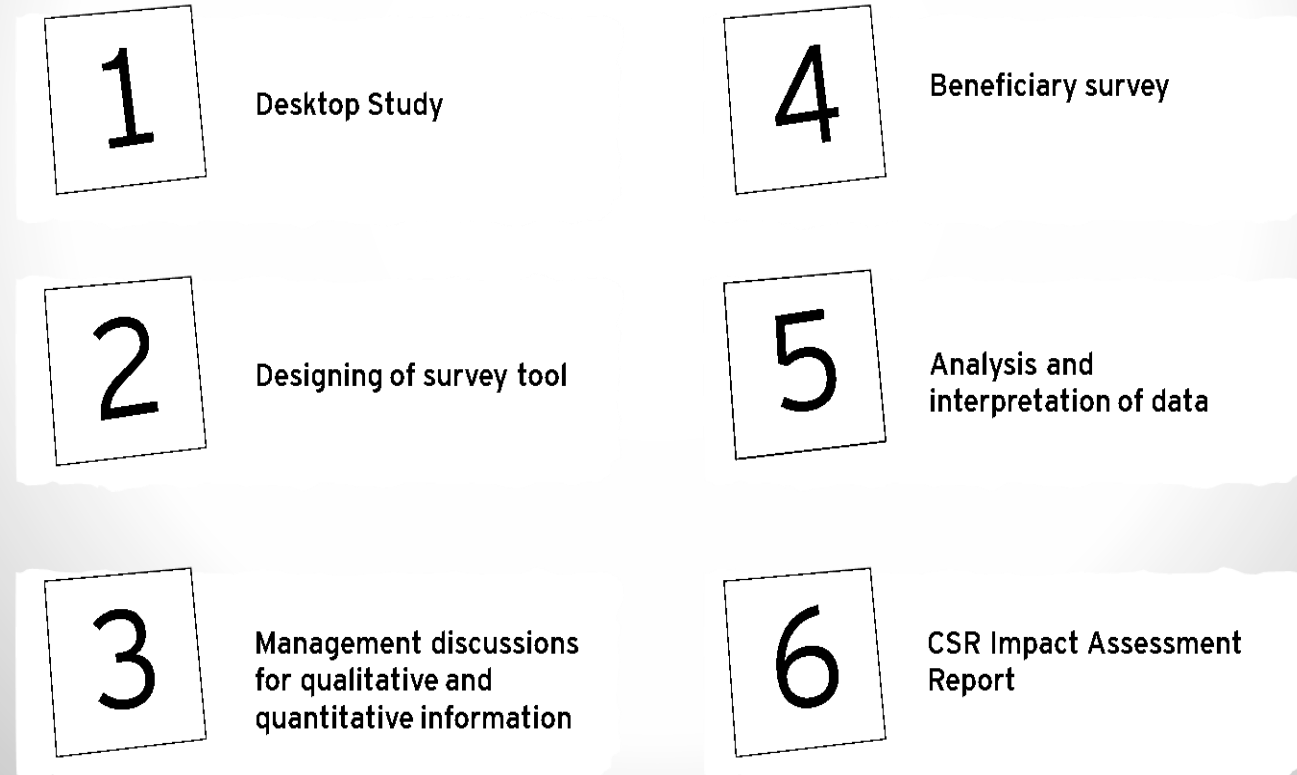


Approach and Methodology

Rationale of the study

To undertake social impact assessment of CSR initiative being implemented by Zydus Foundation - establishment and financing of ZMCH, Dahod in accordance with CSR Rules.

Approach



Research Framework - OECD DAC Evaluation Criteria

Relevance

The extent to which the intervention objectives & design respond to **beneficiaries , global, country, and partner/institution needs, policies, and priorities**, & continue to do so if circumstances change.

Coherence

The **compatibility of the intervention** with other interventions in a country, sector or institution.

Effectiveness

The extent to which the intervention achieved, or is expected to achieve, its objectives, and its results, including any **differential results across groups**.

Efficiency

The extent to which the intervention delivers, or is likely to deliver, results in **an economic and timely way**.

Impact

The extent to which the intervention has generated or is expected to generate **significant positive or negative**, intended or unintended, higher-level effects.

Sustainability

The extent to which the net benefits of the **intervention continue, or are likely to continue**.

RELEVANCE
is the intervention doing the right things?

EFFECTIVENESS
is the intervention achieving its objectives?

IMPACT
what difference does the intervention make?



COHERENCE
how well does the intervention fit?

EFFICIENCY
how well are resources being used?

SUSTAINABILITY
will the benefits last?

Results



Relevance: Zybus Foundation's initiative is relevant to the needs of the local population

Relevance

- Dahod is one of the most backward districts with a large tribal population.
- As per **Rural Health Statistics 2015**, Dahod had one (1) district hospital, one (1) sub-divisional hospital, thirteen (13) Community Health Centres and eighty-five (85) Primary Health Centres.
- As per the **Audit Report (General and Social Sector) for the FY 2014-15**, the bed strength of District Hospital Dahod was 150 against required bed strength of 440 as per Indian Public Health Standards (IPHS). Furthermore, audit had observed serious inadequacies in the infrastructure of the District Hospital Dahod hampering service delivery.

Table: Healthcare Indicators of Dahod

S.No	Healthcare Indicator	Dahod	National Average
1	Number of Doctors per 1,000 population	0.07	1.34
2	Full immunization coverage (12-23 months)	33%	62%
3	Percentage of stunted children	44%	38%
4	Percentage of underweight children	51%	36%

Inference

- Inadequate healthcare infrastructure and poor healthcare indicators in the target geography necessitates healthcare intervention.
- **The establishment of a brownfield tertiary care hospital and medical college is highly relevant to the needs of the local population.**

Effectiveness: Services of the ZMCH are effectively aligned with SDG-3

Effective alignment with SDGs

- Sustainable Development Goals (SDGs) or Global Goals were adopted by the United Nations General Assembly in the year 2015.

- The **3rd SDG** intends to achieve 'Good Health and Wellbeing for All'.



- Zydus Foundation's ongoing initiative of running Zydus Hospital is effectively aligned with the indicators described under SDG-3 by the UN. It showcases commitment of the foundation towards contributing to global efforts to achieve health and wellbeing for all

SDG Target	Relevant Services Provided by the Zydus Hospital
Reduction in Maternal Mortality	<ul style="list-style-type: none"> • Well established obstetrics and gynaecology department provides appropriate ante-natal, peri-natal, and post-natal services • More than 18,000 deliveries have been conducted at the hospital in last three years
Elimination of Preventable Child Deaths	<ul style="list-style-type: none"> • The Zydus Hospital has a well-equipped paediatrics department
	<ul style="list-style-type: none"> • 20-bedded level-III Neonatal Intensive Care Unit and 5-bedded Paediatric Intensive Care Unit provide state-of-art critical care services
Fight Communicable Diseases	<ul style="list-style-type: none"> • The hospital is well-equipped with Central Sterile Supply Department (CSSD) which helps in eliminating hospital acquired infections. • The Hospital has a dedicated department of Infectious Diseases • Departments of General Medicine, Pulmonology, and other relevant departments provide services to tackle infective diseases.
Reduce mortality from non-communicable diseases	<ul style="list-style-type: none"> • The hospital effectively provides treatment of NCDs such as diabetes, hypertension, ischaemic heart disease, stroke, etc. • Free supply of drugs and consumables ensures compliance with the treatment which reduces probability of long-term complications
Prevent and treat substance abuse	<ul style="list-style-type: none"> • The department of psychiatry runs a dedicated clinic on deaddiction to deal with the challenge of substance abuse • IPD facilities to manage poly substance dependence are also provide by the Hospital.
Reduce Road Injuries and Deaths	<ul style="list-style-type: none"> • The casualty department is well-equipped with multi-para monitors, triaging system, and emergency surgical interventions to manage cases of accidents and trauma
Achieve access to sexual and reproductive care, family planning, and education	<ul style="list-style-type: none"> • The department of Obstetrics and gynecology runs specialty clinics on infertility treatment and adolescent health • Family planning services provided by the hospital include IUCD insertion, tubal ligation, and provision of Oral contraceptive tablets
Achieve universal health coverage	<ul style="list-style-type: none"> • The hospital provides all medical services free of cost to all beneficiaries without any discrimination. In this way, it is contributing towards the provision of universal health coverage.

Effectiveness: Alignment with national health policy and programs

Effective Coherence with National Programs

- ZMCH supports implementation of various national healthcare programmes such as the **National Programme for Control of Blindness (NPCB), Revised National Tuberculosis Control Programme (RNTCP), Setting up Nutritional Rehabilitation Centres (NRC)**
- It has also an established Centre for the screening of **thalassemia and sickle-cell anemia**

Performance under RNTCP (FY 2020 and FY 2021)

Number of presumptive TB cases referred	1,817
Referral Rate (% of total new adult OPD cases)	4.4%
Number of Patients started with DOTs	122

Number of beneficiaries supported through NRC (Apr 2019 to Mar 2021)

Total number of children admitted	449
Cure Rate	55.78%
Average Bed Occupancy Rate	93% (FY 2020) and 57.16% (FY 2021)

Effective alignment with National Health Policy, 2017

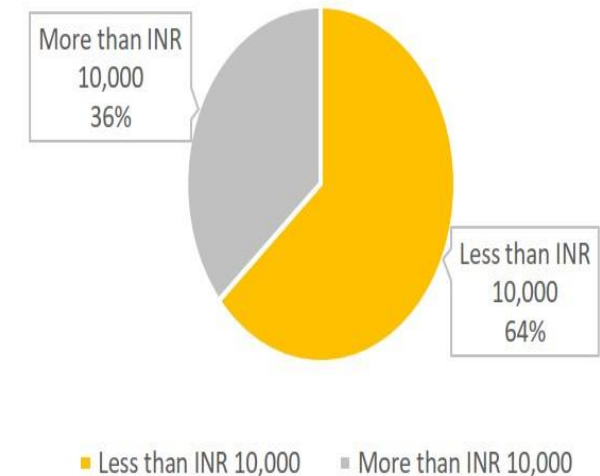
- The National Health Policy 2017 emphasizes strengthening health systems, building health infrastructure in accordance with Indian Public Health Standards (IPHS), and reducing out-of-pocket expenditure.
- Efforts of Zydus Foundation are directed at achieving the above-mentioned objectives effectively. The hospital bridges the gaps in healthcare infrastructure in the Dahod District and free of cost treatment eliminates out-of-pocket expenditure completely.

Effectiveness: Effective coverage of beneficiaries

Effective Coverage of Beneficiaries

- Selected beneficiaries comprised **42% females and 58% males**, across age groups with an average age of 40 years
- **Average monthly family income** of the beneficiaries was observed to be **INR 9,100** which is lower than minimum wages.
- Approximately **64% of the respondents had a monthly family income of less than INR 10,000.**
- **Inference:** Effective and targeted coverage of beneficiaries from low-income groups.

Monthly Family Income of Beneficiaries

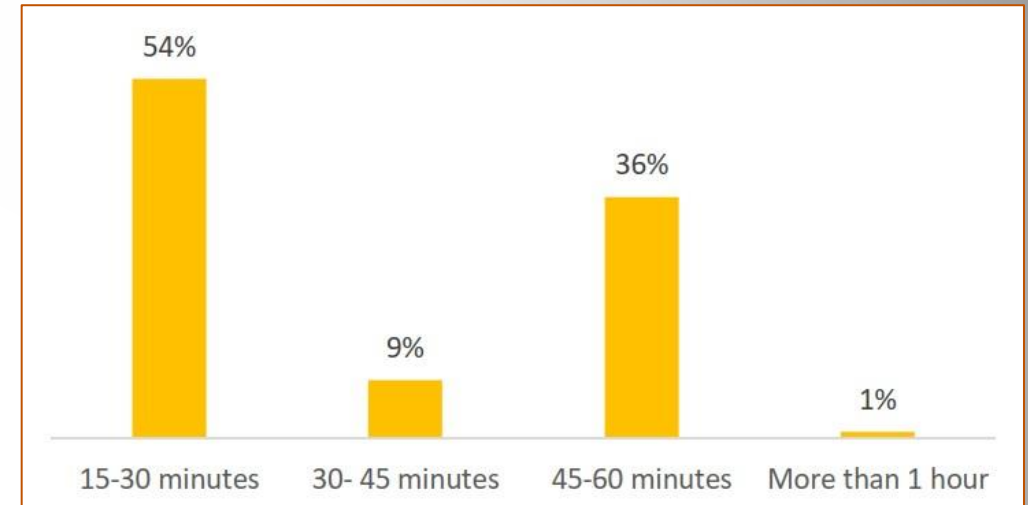


Effectiveness: Quality of services

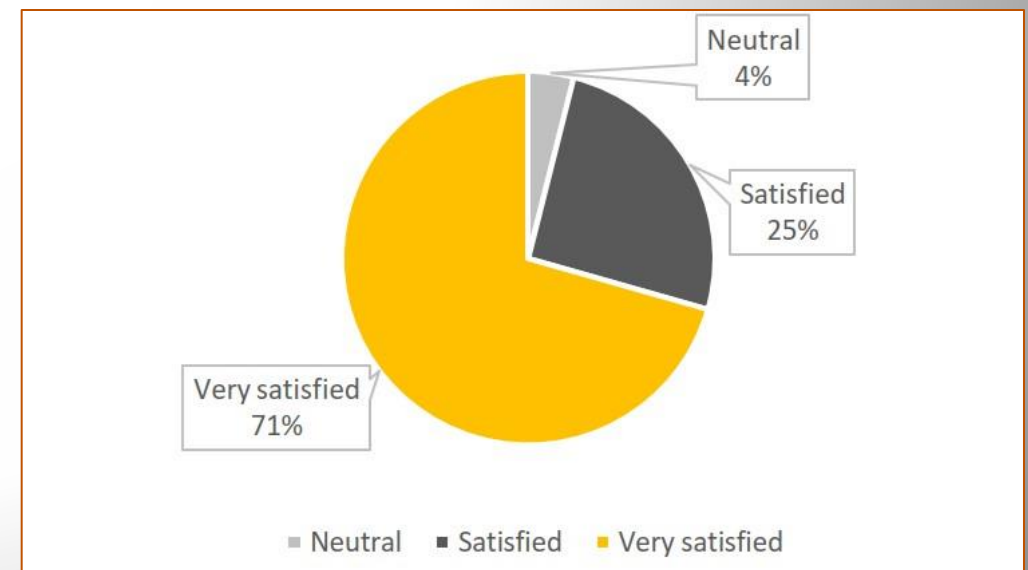
Effective Delivery of Quality Services

- **61%** beneficiaries have been visiting Zydus Hospital for less than 6 months and 4% of them have been visiting for more than 3 years
- Nearly **50%** of the respondents visit Zydus Hospital for every health-related problem
- **Responsiveness:** 54% of the beneficiaries have reported that the doctors of the hospital are highly prompt in attending them and takes 15-30 minutes to see the doctor
- **Medical Facilities:** 71% of selected beneficiaries were '**very satisfied**' with the medical facilities that are provided by the ZMCH
- **Behaviour and qualification of the medical staff:** 75% and 71% of selected beneficiaries are 'very satisfied' with the behaviour and qualification of the medical staff of the Hospital, respectively
- **Hospital cleanliness and maintenance:** 74% of selected beneficiaries are 'very satisfied'. This has resulted in a 100% recommendation by the beneficiaries to their friends and family for any treatment.

Promptness of Doctors



Satisfaction rate of selected beneficiaries with medical facilities of Zydus Hospital

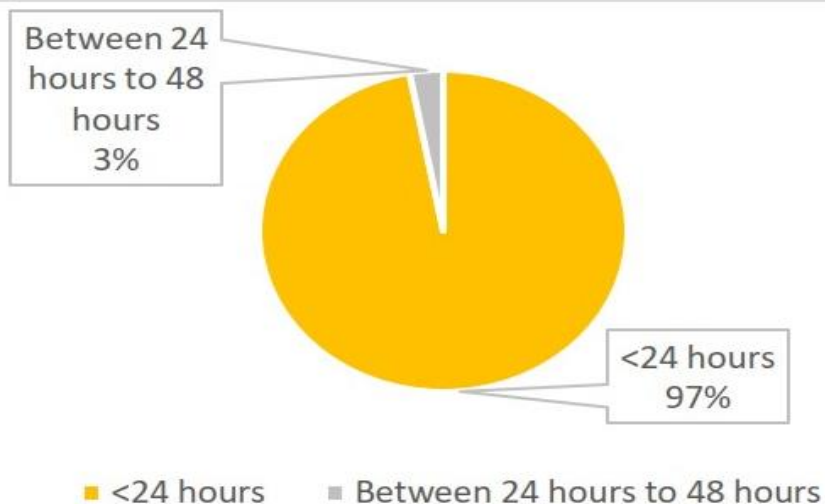


Effectiveness: Patient satisfaction

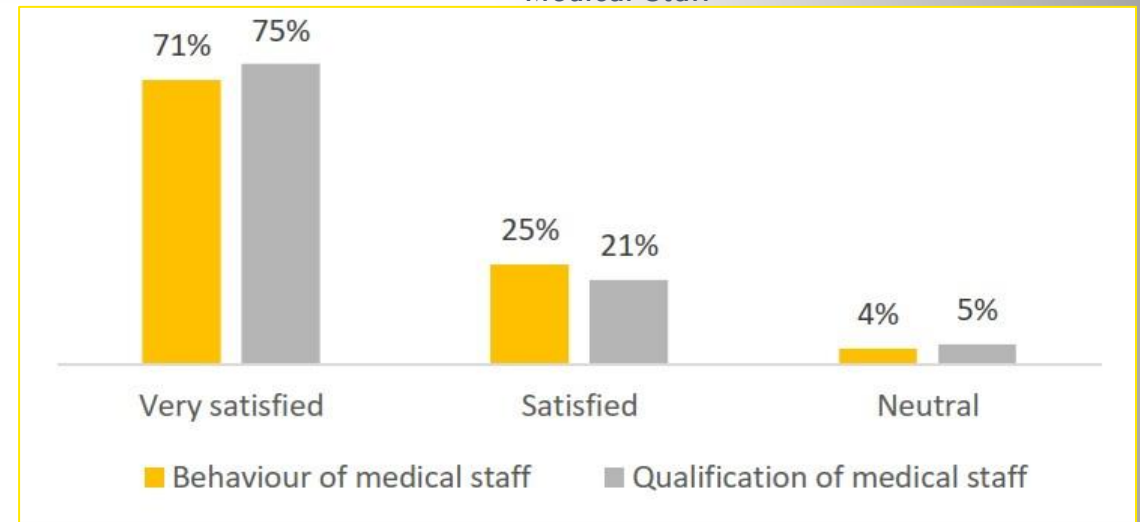
Effective Delivery of Quality Services

- **Medical Attention:** 95% of the beneficiaries are highly satisfied by the medical attention offered by medical professionals of the hospital and 97% have reported that it takes less than 24 hours for them to receive their medical reports, depicting a high turn-around-time (TAT)

Duration of medical report delivery



Satisfaction Rate - Behavior and Qualification of Medical Staff



Effectiveness: Affordable and accessible services

Accessibility and Affordability

- Hospital is visited by beneficiaries from various strata of the society and varied geographical locations
- **Accessibility:** Nearly **65%** of the beneficiaries need to travel less than 30 km to reach the Zydus Hospital and **35%** of them are required to travel more than 30 km
- **Affordability:** All the services provided by the hospital are **free of cost**, except the expense for implants and CT scan which are lower than those of comparable government hospitals.
- Beneficiaries have highlighted that in **absence of Zydus Hospital**, they would have to visit other primary and secondary-level healthcare facilities or private healthcare facilities which are expensive, inadequately equipped, and are located at large distance. **This highlights the affordability and accessibility of Zydus Hospital which it has offered to the local community.**



Impact: Enhancement in healthcare infrastructure

Impact on Healthcare Infrastructure

- Zydus Foundation's initiative of building Zydus Hospital and Medical College in Dahod has a **significantly improve healthcare infrastructure.**
- Findings and Observations described in the **Audit Report (General and Social Sector) for the year ended 31 March 2015 have been taken as a baseline for comparison.**

Inference

- It is evident **Zydus Foundation has positively impacted healthcare infrastructure in the Dahod District.**



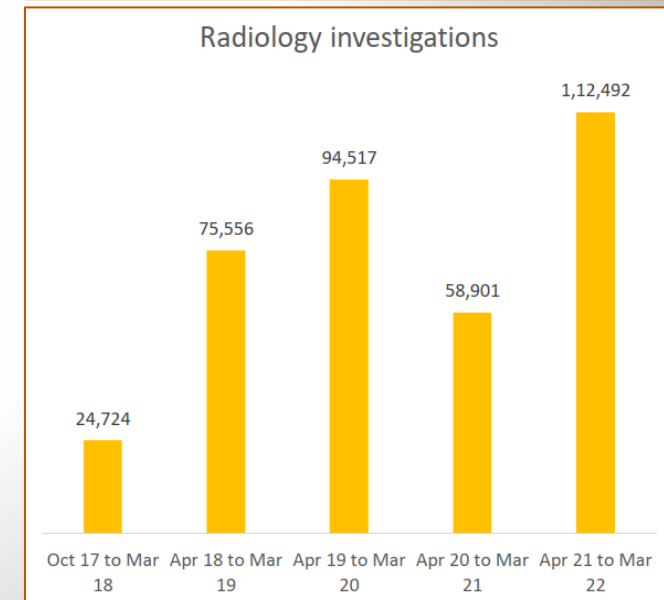
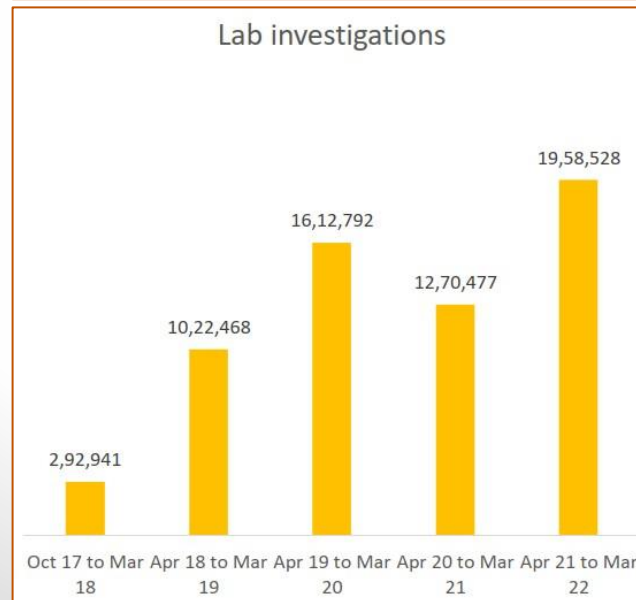
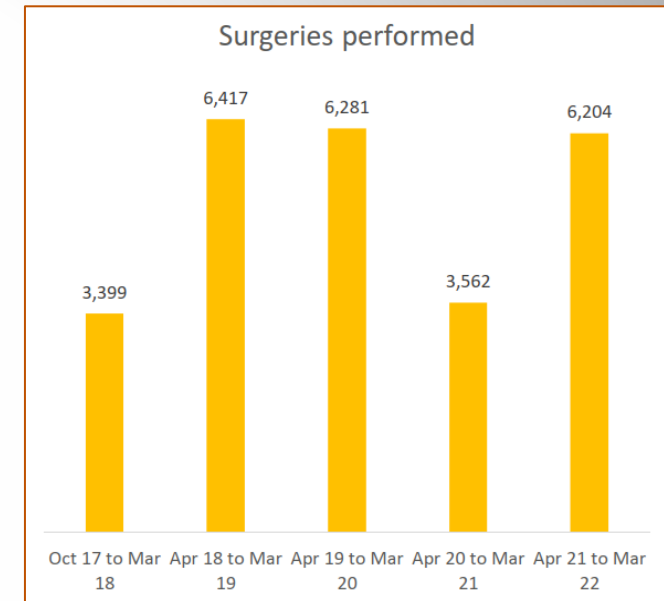
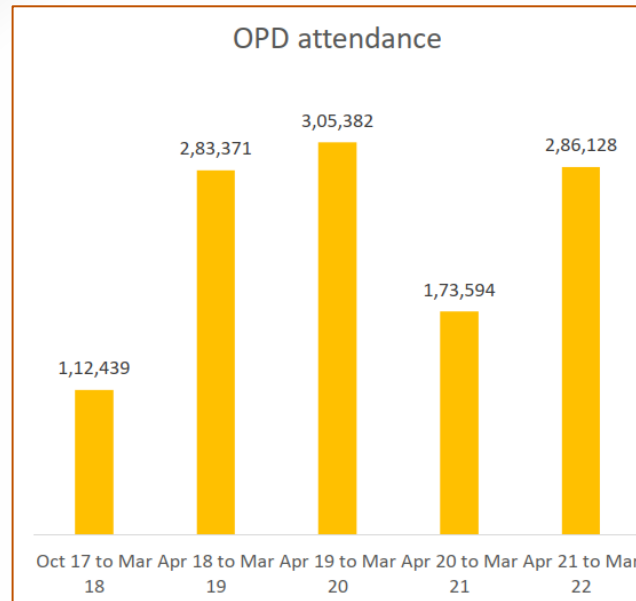
S.No	Facilities	As per Audit Report (FY 2015)	Current Situation
1	Number of beds	150	650
2	ICU and Casualty Beds	8	118 (including NICU, PICU, SICU beds)
3	High-end monitors	Nil	170
4	Ventilators	Nil	Ventilators - 32; Bipap - 24
5	X-Ray Machine	Available but without obtaining license from authorities	Digital X-ray machines are available
6	USG	Available but managed by single radiologist	Round the clock availability
7	CT Scan	Not available	Available
8	Blood Bank	Not available	Available with component facility
9	Specialist Doctors	15	167
10	Medical Doctors	8	44
11	Nursing Staff	25	332
12	Other Paramedic Staff	6	Paramedics - 192; Others (Security, Class - IV, etc.) - 398
13	Oxygen Plants	-	Two (2) oxygen plants with 13kld capacity

Impact: Services provided

Impact on Healthcare Service Delivery

- Since inception, Zydus Hospital has served the community and provided adequate healthcare facilities.
- **Total OPD footfall** during the assessment period (April 2018 to March 2021) was **7,62,347**.
- **Total surgeries: 16,260** surgeries were performed during this period (April 2018 to March 2021).

TREND ANALYSIS



Impact: Community outreach

Impact of community outreach activities

- Hospital and community medicine department of the medical college undertake several community outreach programmes to provide disease prevention and health promotion services.
- Various outreach programmes being conducted are:
 - ✓ Diagnostic and Health Awareness Camps
 - ✓ School Health Programme, Anti-Malaria Month Celebration
 - ✓ Breast Feeding Week Celebration
- Hospital has also adopted a **Rural Health Centre** and **an Urban PHU** to provide quality primary and referral services.

Family Adoption Programme

- It is an innovative and unique initiative undertaken by the ZMCH.
- Each medical student adopts **five (5) families**.
- Medical students are responsible for **managing health and other cross cutting aspects of the adopted family**.
- This initiative helps in building rapport of medical students with the community, understanding challenges of public health, and augmenting health seeking behaviour of the community.
- Till date around **20,000 families** have been adopted by medical students.

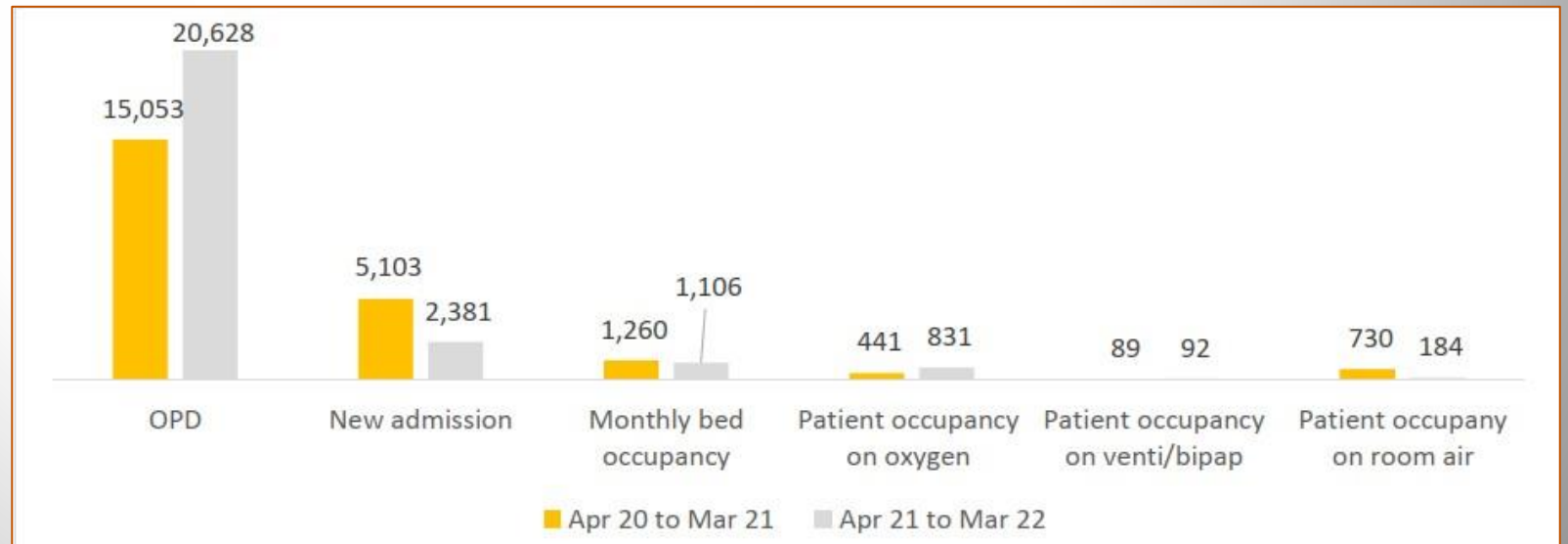
Impact: COVID-19 Pandemic

Impact on COVID-19 Pandemic

- ZMCH has established a **separate OPD and IPD facilities** for COVID-19 management.
- OPDs are equipped with Rapid Antigen Testing and RTPCR sample Collection facilities.
- Dedicated radiology and blood gas analysis service are also available.
- Total of **300 separate beds** are available for COVID -19 management and **over 200 beds have central oxygen supply.**
- Hospital has **two (2) oxygen plants with 13kl capacity** which suffices the need of the hospital.

Services Provided	Number of beneficiaries
OPD	35,681
IPD	7,484
RTPCR Tests	5,30,600
Patients treated on oxygen	53%
Patients treated on ventilator/Bipap	7.6%
Recovery Rate	99.4%

COVID-19 Treatment Data



Financial Sustainability

Sustainability

- The ZMCH has been established under Gujarat Government's Health Policy 2016 as a brownfield hospital. Major sources of funding are:
 - Annual Grant from Government of Gujarat: **INR 8.5 Crore for five years**
 - Annual Student Grant from Government of Gujarat: **INR 15 Crore for five years**
 - CSR Donations: **INR 200 Crore**
 - NCD Issued by Zydus Group at notional interest rate: **INR 185 Crore**
- In addition, **tuition fees from medical students** and **reimbursements** from PMJAY are other sources of revenue.
- The hospital and medical college faces annual revenue gap of INR 30-35 crore. Furthermore, annual grant from the government of Gujarat will support till FY 2023 only.
- To **ensure sustainability of the project**, following sources of funds can be explored:
 - Increase coverage under PMJAY
 - Mobilization of CSR funds from other corporates
 - Mobilization of grants and aids from international NGOs
 - User Charges for certain category of patients on some services
- To enhance medical services to serve the community, the hospital will be undertaking establishment of a few **super-speciality** services in addition to existing services over the course of time

Conclusion

Conclusion

- Zydus Hospital and Medical College was established under Gujarat Government's Health Policy 2016, as a **brownfield project** and it is run by Zydus foundation
- The **major sources of funding** includes CSR contribution from Zydus Group, Grant from Government of Gujarat, reimbursements under PMJAY, and tuition fee of medical students.
- Hospital services include all **broad specialities and some super-specialty services**.
- All the services provided by the hospital are **free of cost**, except the expense for implants and CT scans which are **lower than those** of comparable government hospitals.
- Zydus Foundation's ongoing initiative of running Zydus Hospital is effectively aligned with the indicators described under **Sustainable Development Goal (SDG) -3** by the United Nations and National Health Policy 2017
- Hospital **caters to patients** from Dahod, Panchmahal, Mahisagar, Chhota Udaipur, Alirajpur, Jhabua, Banswara, and Dhar districts, which are **predominantly tribal and backward areas** which illustrates effective coverage of beneficiaries
- As per the beneficiary survey, the majority of respondents are **highly satisfied with the quality of services** provided.
- Furthermore, the hospital undertakes **innovative community outreach initiatives for health promotion and disease prevention**.
- The hospital also **supports various national health programs** such as RNTCP, NRC, and NPCB. Efforts of the Zydus Foundation will lead to significantly improving healthcare indicators of the Dahod and nearby districts.
- ZMCH has **positively affected healthcare infrastructure and service delivery** in the tribal district of Dahod.

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THANK YOU!

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