

# YSH Times

YENEPOYA SPECIALTY HOSPITAL | NEWSLETTER | ISSUE 18 | SECOND QUARTER - 2023



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Managing Director



**Dr Yenepoya  
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Chairman



**Mr Yenepoya  
Abdulla Javeed**  
Director - Operations



inside  
**MENTAL HEALTH**

## From the Director's desk

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Quality has always been at the heart of our mission and our pledge to those who seek treatment at YSH. In line with this belief, we embarked on the pursuit of quality as one of the care birds dedicated to meeting the rigorous standards set forth by the 5th edition.

In June, we underwent surveillance to evaluate our adherence to the NABH standards, and I am delighted to share that we have successfully completed the NABH 5th edition surveillance. To ensure quality at every level, we formed a team of dedicated internal auditors who carried out the internal audit to identify the areas for improvement and ensure compliance with the 5th NABH standards.

This achievement is not the result of the efforts of a single individual, but rather the collective contributions of each and every member of the team. Each one of you has played an indispensable role in this remarkable feat, and I extend my heartfelt appreciation to all those involved.

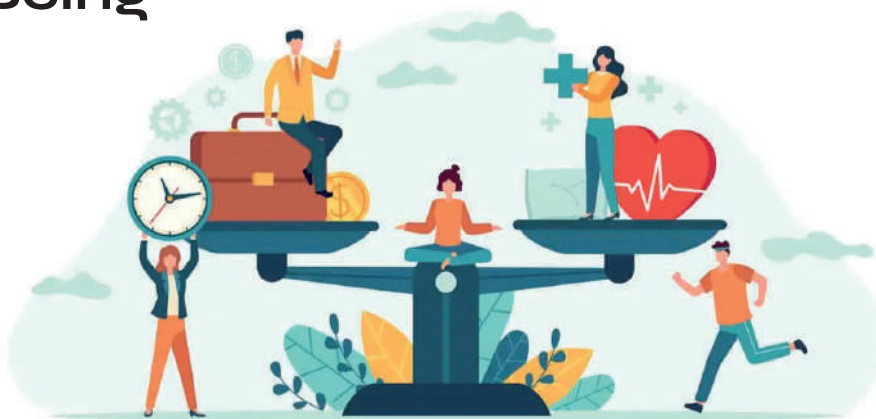
As we reflect on this milestone, let it serve as a reminder of our collective strength, determination, and unwavering commitment to delivering the best possible care to our patients. It reinforces our belief in the power of continuous improvement and instills confidence in our ability to tackle the evolving challenges of healthcare.

We will continue our journey of delivering exceptional healthcare services with compassion, innovation, and unwavering dedication. Together, we will shape the future of healthcare and continue to exceed the expectations of those who rely on us.

**Dr. Muhammad Thahir**  
Director - Medical



# Striking a Work-Life Balance for Well-Being



In the modern world, with its enormous demands in the workplace, achieving a healthy work-life balance is a crucial aspect of maintaining overall well-being. Work-life balance refers to the equilibrium between professional commitments and personal life, ensuring individuals have time for career growth, personal relationships, self-care, and leisure activities. Let's look at the significance of work-life balance, its benefits, and strategies to achieve it.

As the proverb goes, "All work and no play makes Jack a dull boy." Work-life balance promotes mental and physical health, reducing the risk of burnout and stress-related illnesses. It enhances productivity and job satisfaction, as individuals have time to recharge and pursue personal interests. Work-life balance strengthens personal relationships, leading to better family dynamics and overall happiness. It also encourages lifelong learning, personal growth, and the pursuit of passions beyond the professional realm.

Achieving work-life balance requires conscious effort and effective strategies. Firstly, setting clear boundaries is crucial. Establishing designated work hours and committing to personal time without work-related interruptions helps create a healthy separation between professional and personal life. Secondly, prioritization plays a pivotal role. Identifying and focusing on important tasks while delegating or eliminating non-essential ones ensures efficiency and time allocation for personal pursuits. Thirdly, effective time management is essential. Scheduling activities, both professional and personal, and adhering to the allocated time slots help maximize productivity and avoid excessive work hours.

Moreover, practicing self-care is vital. Engaging in activities that rejuvenate the mind and body, such

as exercise, hobbies, and socializing, promotes well-being and reduces stress levels. It is crucial not to have a perfectionistic attitude or try to fit everything into a day to achieve balance. Keeping a long timeframe in mind is important. Don't think of one day, think of what can be done in a week or a month. For example, one can think of exercising a few times in a week rather than rigidly trying to exercise every day at a certain time, which may not be feasible for everyone.

Despite the importance of work-life balance, challenges may arise. Workplace culture that emphasizes long working hours, intense competition, or a lack of support from superiors may hinder individuals from achieving balance. However, by communicating assertively, negotiating flexible working arrangements, and seeking support from colleagues and management, these challenges can be overcome. Additionally, developing resilience and the ability to adapt to changing circumstances empowers individuals to navigate challenges and find equilibrium.

Striving for work-life balance is not a luxury but a necessity for holistic well-being. Let us recognize the significance of work-life balance and strive to create harmonious lives where productivity, happiness, and personal growth coexist.



**Dr Ravichandra Karkal**

Consultant Psychiatrist  
and Psychotherapist

# Exemplary Achievement: NABH 5th Edition Surveillance Conquered



Director Medical, Dr. Muhammad Thahir, with Surveillance Assessors

Yenepoya Hospital has achieved yet another significant milestone by successfully completing the NABH 5th Edition Surveillance conducted by the NABH Board. The hospital underwent an onsite assessment on June 3rd and 4th, 2023, to evaluate its compliance with the standards established by the National Accreditation Board for Hospitals and Healthcare Providers (NABH).

The successful completion of the NABH 5th Edition surveillance assessment is a remarkable achievement for the hospital, showcasing the collaborative efforts of the entire team. Under the guidance of General Manager Mr. Prathisha Kotian, the quality leads meticulously planned and executed the pre-assessment preparation. This involved conducting multiple internal audits and providing training to the chapter champions, facilitated by the CAHO. The unwavering support of our beloved Director Medical, Dr. Muhammad Thahir, played a significant role in establishing a solid foundation for the General Manager's strategic approach. The Quality leads, consisting of Mr. Prajwal as the Non-clinical lead, Mrs. Gracy Dsilva as the Clinical lead, Mr. Gireesh as the Diagnostic Lead, Ms. Vijetha as an External Member and head of the YMCH quality department, along with Ms. Diana and Ms. Wilma as Quality executives, collaborated effectively to implement the strategy. With the dedicated support of Core Managers, Chapter Champions,

entire hospital staff, and consultants, the hospital successfully completed the assessment process.

This achievement underscores the hospital's commitment to meeting and surpassing the rigorous standards set forth by the NABH. The collective effort and teamwork demonstrated during the assessment reflect the hospital's dedication to continuous quality improvement and delivering excellent healthcare services to patients.

The surveillance audit was conducted by the principal assessor, Dr. Abhimanyu Bishnu, along with co-assessors Dr. Vandana Saini and Dr. Beena Antony. While the assessment aimed to identify potential areas for improvement, it is noteworthy that the assessors also commended the hospital for its good practices and strengths. This positive outcome of the assessment highlights the hospital's commitment to maintaining high standards and implementing effective protocols and processes.

The successful completion of the NABH 5th Edition Surveillance by the NABH Board serves as a testament to the hospital's unwavering commitment to patient safety, quality, and continuous improvement. This accreditation recognizes the hospital's adherence to the highest standards of healthcare delivery. Yenepoya Specialty Hospital will continue to uphold these standards and ensure that patients receive the best possible care in a safe and compassionate environment.





Core Managers with YSH Internal Auditors

## Recognizing the Outstanding Efforts of our Internal Auditors

In continuation of our quality standards, the General Manager, Mr. Prathish Kotian, organized a two-day internal audit in the hospital with the assistance of identified internal assessors. The departments were evenly distributed among the internal auditors to carry out the audit. The internal audit took place on March 18 and 20, 2023.

Recognizing the value of internal audits, General Manager Mr. Prathish Kotian, with his strategic plan and forward-thinking approach, took a positive stance in preparing for the audit, which has helped us maintain operational excellence. The observations made during the internal audit were promptly addressed, resulting in positive outcomes and implications.

These preparations aimed to assess the hospital's compliance with the 5th NABH standards and identify areas for improvement to ensure a successful surveillance process.

This proactive approach significantly boosted the confidence of the hospital team in preparation for the NABH 5th edition surveillance held on June 4 and 5, 2023.

Through conducting multiple systematic audits, the internal audit teams were able to identify loopholes, vulnerabilities, and areas of non-compliance. In recognition of their dedicated efforts in evaluating the objectives and elements, the management awarded the internal auditors with certificates during the HOD meeting.

If the hospital has received only a minimal number of non-compliances (NCs), the credit should be attributed to the collective efforts of the Management, Internal Auditors, and Quality Leads.

## YEN AYUSH CLINIC

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**Timings: 09.00AM - 04.00PM**

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# New Chapter in Advanced Orthopaedic Surgery



We are thrilled to announce a significant advancement in Orthopaedic Surgery at our hospital. Taking medical transformation to the next level, we are introducing Robotic Knee Replacement, led by our in-house Chief Orthopaedic Surgeon, Dr. Deepak Rai - Consultant Orthopaedics & Joint Replacement Surgeon & Sports Injuries, who will serve as the lead Robotic Surgeon.

Robotic Knee Replacement represents a remarkable leap forward in surgical technology. This innovative approach combines the expertise of our highly skilled Orthopaedic Surgeon with the precision and capabilities of robotic assistance. By integrating robotics into the procedure, we can achieve even greater accuracy, customization, and patient-specific outcomes.

Under the leadership of our Chief Orthopaedic Surgeon, Dr. Deepak Rai, who possesses extensive experience in both traditional and robotic-assisted surgeries, we are confident that our Robotic Knee Replacement program will elevate the quality of care we provide to our patients.

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Dr. Seokjuyoo with Dr. Deepak Rai



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We are incredibly excited to embark on this new chapter of advanced orthopaedic surgery and are

committed to delivering exceptional outcomes and improved patient experiences through Robotic Knee Replacement.

## Dr. Deepak Rai speaks:

"It has been an incredible journey in the field of joint replacement, particularly in knee surgeries. India is renowned as the global capital for Knee Arthritis, with a significant rise in joint replacements. Achieving surgical precision based on anatomical variations and patients' functional demands is crucial. Therefore, we are pleased to announce the introduction of artificial intelligence - robotic knee surgeries at YSH over the past three months.

Currently, we have successfully completed more than 25 cases. With the robotic machine, the precision surpasses that of conventional knee replacements and even navigation surgeries. Additionally, the pain factor is significantly reduced, allowing for early walking and stair climbing following robotic knee replacement. At Yenepoya Specialty Hospital,



Dr. Deepak Rai (left) performing surgery

we employ CUVIS, a robotic system procured from Meril, for which I received extensive training in Seoul, South Korea, under the guidance of Dr. Seokjuyoo, a pioneering figure in robotic knee surgeries in South Korea.

It is a pleasure to be recognized as one of the certified Robotic Surgeons in Dakshina Kannada "

## SOCIAL NEWS

### YSH marked Environment Day

On June 5, 2023, the Hospital Core Manager, along with the General Manager, celebrated Environment Day by planting saplings in the hospital garden, showcasing the hospital's commitment to sustainability and community well-being. This initiative aims to create a greener environment, promote biodiversity, and improve the overall atmosphere for patients, staff, and visitors while emphasizing the importance of preserving our natural surroundings for a sustainable future.



## Performance Excellence Award - 2nd Quarter 2023

The Performance Excellence Award is constituted to recognize those high-performing employees who have outperformed in the past three months. We proudly present the team of pharmacy attenders, Mr. Stany Sylvester D'Souza, Mr. Allen Manoj D'Souza, and Mr. Mithun Salian as this quarter's standout performers. Their collaborative efforts serve as a shining example of the statement, "Unity is strength... when there is teamwork and collaboration, wonderful things can be achieved". As a team they have displayed a remarkable ability to adapt to any situation, ensuring the smooth functioning of daily operations. Their commitment to providing top-notch assistance and their proactive approach to fulfilling their assigned obligations have earned them well-deserved recognition for their exceptional contributions. Due to their consistent dedication and outstanding performance, they have been selected as recipients of the Distinguished Performance Award for the



Mr. Stany Sylvester D'Souza, Mr. Allen Manoj D'Souza, and Mr. Mithun Salian, our dedicated Pharmacy Attenders, with their well-deserved award.

Second Quarter of 2023, recognizing their remarkable improvement and numerous verbal appreciations. Congratulations to Mr. Stany Sylvester D'Souza, Mr. Allen Manoj D'Souza, and Mr. Mithun Salian, our dedicated Pharmacy Attenders, on receiving this well-deserved award! Your excellent work and commitment are truly commendable. Keep up the exceptional job!

## SOCIAL NEWS

### Awareness on Occupational Safety Hazard: A Focus on Workplace Well-being

In recognition of World Occupational Safety Day, which is globally celebrated on April 28, 2023, the HR department, in collaboration with the quality department, has organized a range of activities aimed at raising awareness and promoting a safe and healthy work environment.

The activities include an Online MedLearn Quiz competition and a Skit competition on the theme of Occupational Hazards at the workplace.

To foster employee engagement, an exciting online quiz competition was conducted within the organization. This competition provided an equal platform for all employees to participate, leveraging the convenience of accessing the quiz using their personal cell phones.



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Out of the 44 employees who attempted the quiz, two individuals achieved the highest scores. Mr. Prajwal, Deputy Operation Manager, bagged first place based on both time and accuracy in the online quiz competition.

To emphasize the significance of workplace safety and environmental awareness among all employees, Dr. Radhika and her team performed a skit during the HOD meeting. The performance

left everyone astounded, showcasing their efforts and the innovative concept behind the skit. The skit conveyed the message of "How to reduce risks, accidents, or injuries by identifying and mitigating workplace hazards" and emphasized that a safer work environment is a less stressful work environment.

In recognition of the team's dedicated efforts, the management rewarded them with a monetary award.

## Mental Health Month: Prioritizing Mental Wellbeing



In today's fast-paced world, mental well-being is often overlooked, yet it plays a crucial role in our overall health and success. Recognizing the importance of this often neglected aspect, YSH organized a captivating talk session on May 26, 2023. Renowned psychologist, mind trainer, and coach, Dr. Surfaz J Hasim, took center stage as the esteemed speaker for the event. Dr. Hasim, who is also the Principal of P A First Grade College in Mangalore, shared his profound insights and expertise on unlocking our potential and achieving a state of thriving mental well-being.

Through his engaging discussion, enlightening presentations, and interactive sessions, he provided factual reasons and practical tips on improving mental

health and balancing negativity with positivity. His captivating hypnotic activity showcased the remarkable power of the brain in controlling the body solely through the act of listening to commands. This demonstration was truly fascinating and left a lasting impression on the participants. Additionally, Dr. Surfaz shared valuable tips on manifesting desires by consistently communicating with the subconscious mind when the conscious mind is asleep. The role of mental health in healthcare is pivotal as it helps to enhance patient well-being through



counseling. It also serves as a crucial tool in managing and preventing workplace burnout by empowering individuals to take control of their own minds, allowing them to approach their work with positive energy and enthusiasm.

The session had a lasting impact, inspiring a strong dedication to advocate for mental health and promote a society that values and prioritizes mental well-being. This commitment goes beyond the event, driving individuals to take action and make positive changes in support of mental health awareness. ●

## Testimonials

