

YSH Times

YENEPOYA SPECIALTY HOSPITAL | NEWSLETTER | ISSUE 19 | THIRD QUARTER - 2023



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inside Innovating the Future of Health Care

Launch of Robotic Knee Replacement Unit

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From the Director's desk

As we navigate the ever-evolving landscape of healthcare, our commitment to your well-being remains steadfast. From groundbreaking advancements in technology to a patient-centric approach that places your preferences at the forefront, Yenepoya Specialty Hospital continues to lead the way in revolutionizing healthcare in Mangalore and beyond. Our promise to take care of you is not just words; it's our guiding principle and the vision of our founder. We are reshaping patient care through cutting-edge technology, making treatments personalized, and concentrating on what you need.

This edition talks about the major shift in patient care brought about by technological innovation. One of the major milestones we have achieved in this quarter is the official launch of our Robotic Knee Replacement Unit, a monumental step in our journey to enhance patient care. It's a shift that redefines the entire healthcare experience for each and every one of our patients.

At YSH, we are not just healthcare providers, we are partners in your journey to better health. Our dedication to your well-being is unwavering, and we continue to innovate, adapt, and evolve to meet your needs and expectations.



Dr. Muhammad Thahir
Director - Medical



Elevating Laboratory Services with Right Results at Right Time

Our laboratory department is established in accordance with the international standard ISO 15189-2022. Clinical laboratory measurements form the scientific basis upon which medical diagnosis and management of patients is established.

Laboratory services at Yenepoya Specialty Hospital provide service 24 hours a day and 7 days a week with a primary focus on patient care.

Our services cover routine to advanced testing, including:

- Routine & Special Chemistry and Hormones
- Routine and Special Haematology, Coagulation, and Clinical Pathology
- Serology
- Urine Cytology and PAP smear
- Emergency testing: blood gas analysis and cardiac markers

The laboratory team is guided by a highly dedicated Quality Manager, Mr. Gireesh Nayak, who is supported by experienced medical technicians, phlebotomists, and lab assistants, all collaborating together to deliver high-quality results.

Quality assurance: Precision of the test results is ensured by processing daily internal quality checks, and accuracy of the test results is ensured by participating in the international quality assurance program.

Our phlebotomy team is composed of highly trained phlebotomists who are skilled in difficult blood collections.

We believe in providing quality results that can support our clinicians in the right diagnosis and treatment. Through the application of cutting-edge technology and state-of-the-art equipment in the fields of Clinical Biochemistry, Clinical Pathology, Hematology, and Serology, with expertise in Oncopathology (Dr. Siddhartha Biswas), the laboratory service at Yenepoya Specialty Hospital prides itself on providing rapid turnaround times, affordable inpatient and outpatient testing, and superior customer service.

As part of the infection control program, regular and timely surveillance of the operating theaters and intensive care units are performed by our specialist in Microbiologist Dr. Vidya Pai, who ensures the



Advanced in-house testing service infrastructure at YSH laboratory

effective implementation of policies regarding the appropriate use of antibiotics and disinfectants.

Our goal is to be an efficient laboratory that provides timely quality reports and supports our clinicians and clinical team in delivering effective patient care services.

Yenepoya Specialty Hospital is also proud to offer a range of Home Care services designed to bring healthcare convenience and quality to the comfort of your home. Our Home Care team is comprised of skilled healthcare professionals, including nurses, physiotherapists, and medical technicians, who are dedicated to providing personalized care tailored to your specific needs. Whether you require post-operative care, chronic disease management, or regular health check-ups, our Home Care services are here to ensure you receive the same level of excellence and compassion you've come to expect from Yenepoya Specialty Hospital. We believe in making healthcare accessible and convenient for you, right in the place you call home.



Dr Khalida Parveen Adnan

Director – Laboratory Services,
Yenepoya group



Launch event of Robotic Knee Replacement Unit

On a splendid Independence Day, a significant stride was taken at Taj Vivanta. The Robotic joint replacement unit of Yenepoya Specialty Hospital was unveiled by Mr Dinesh Gundu Rao, Hon. Minister of Health & Family Welfare Government of Karnataka & District In-charge Minister, Dakshina Kannada, on Tuesday, August 15.

Yenepoya Specialty Hospital is taking total knee replacement surgery to the next level, transitioning from navigation to robotic knee replacement. This ground-breaking approach marks the first-of-its-kind outside Bengaluru city in Karnataka.

Dr. Muhammed Thahir – Director - Medical, Yenepoya Specialty Hospital, delivered a welcome speech that underscored the significance of the occasion. The Chairman of Yenepoya Specialty Hospital, Dr. Yenepoya Abdulla Kunhi, presided over the function and shared his insights, emphasizing the hospital's commitment to pushing the boundaries of medical innovation. Technical insights followed, as Mr. Suvodip, an executive from Meril, provided essential knowledge about the technical facets of the revolutionary Robotic Unit.

Dr. Deepak Rai, Chief Orthopaedic Surgeon, Yenepoya Specialty Hospital, took the stage to elucidate the operational advantages of integrating robotics into medical practice. His vast experience added depth to his insights, making the session truly enlightening. The incredible Robotic Unit was unveiled by the Honourable Minister of Health & Family Welfare - Mr. Dinesh Gundu Rao. Chairman of Yenepoya Specialty Hospital - Dr. Yenepoya Abdulla Kunhi, Managing Director – Mr. Yenepoya Mohammed Kunhi, Pro-

Clockwise from top left: Launch of Robotic Knee Replacement Unit by Honourable Minister of Health & Family Welfare - Mr. Dinesh Gundu Rao, followed by a luncheon reception at the taj Vivanta, and an interaction session with prominent healthcare officials of the region.

Chancellor and Director Finance - Mr. Farhaad Yenepoya, Director Medical - Dr. Muhammad Thahir, Chief Orthopaedic Surgeon - Dr. Deepak Rai, graced the stage for the unveiling ceremony.

The Health Minister's presence and endorsement of the revolutionary unit amplified our mission to provide advanced healthcare to all citizens. His words resonated deeply, underlining the collaborative spirit that propels our journey.

Experiences of patients took centre stage through short clippings and a video, showcasing the transformative impact of the robot on their lives. Their stories underscored the real-world implications of this ground-breaking technology.

The event concluded with a heartfelt vote of thanks by Dr. Dhanush Shetty, encapsulating our collective gratitude for the collaborative effort that culminated in this remarkable achievement. The event was convened by Ms. Haifa Ansari.

Shri Gundu Rao not only graced the occasion but also had a one-to-one interactive session with the leading healthcare provider of Mangalore city. Collective participation and contribution from the leading healthcare providers and consultants made this event a grand success in attaining its purpose.



Innovating the Future: Your Health, Our Priority...!

In this fast-paced era, staying ahead requires a keen eye on emerging trends and a willingness to adapt. From Navigation Knee replacement to AI-powered robotic knee replacement units, we have not only advanced in technological aspects but also in hospital operations, ensuring a seamless management of patient care that remains at the forefront of our patient-centric approach. With each stride we take, we are progressively developing and tailoring our services to enhance both comfort and the highest quality of care for all our patients.

This edition has underscored the swiftness with which technological advancement is reshaping patient care.

Our approach is rooted in customization, where patient preferences matter. We extend care to patients based on the patient history and condition of the patient. For us, patient preference is primary. This tailored approach results in more effective treatment strategies and better patient experiences, fostering a sense of trust and confidence in the hospital's services.

The introduction of the transparent IVR module for appointment bookings amplifies patient engagement, offering choice and convenience while streamlining our operations. Our website's updated information, online appointment system, and patient feedback management underline our commitment to delivering excellence.

But our dedication doesn't halt at technology. Training and Development stands as a powerful tool. Our commitment to training extends well beyond the initial orientation phase. We go into detail as the days and months pass offering equal opportunities for professional and personal growth of employees. Whenever new equipment or instruments are introduced, our staff and doctors undergo specialized training to ensure proficient handling. This process significantly elevates their skills, knowledge, and overall expertise.

At YSH, we lead the way in technology and patient care. Our journey embodies progress, driven by innovation and fuelled by an unwavering dedication to your health – our topmost priority, now and always.



Training and Development stands as our powerful tool



Empowering Staff with Technical Expertise



A "Train the Trainer" Program - Workshop on Right Techniques of Sample Collection in Collaboration with BD was held on 02 August 2023 in the Conference Hall.

The event focused on enhancing the skills of our staff nurses and laboratory technicians in the crucial area of sample collection and best practices of specimen collection.

In today's healthcare landscape, accurate sample collection is essential for precise diagnosis and effective patient care. It is very important to collect the right specimen at the right site with the right quantity and quality to get accurate and timely results. Keeping this as a priority, Team BD conducted this training program called "First Time Right - Get Samples Right, the First Time

& Every Time." This structured training program comprises an introduction to the latest technology, live demonstrations, training on best practices, and objective assessment post-intervention.

The areas covered are urine collection, arterial blood collection, difficult venous access, blood culture collection, and venous blood collection using the dummy arm and the associated products.

The training session was a blend of theory and practice, ensuring an interactive learning experience for our staff nurses. Through hands-on sessions, they gained practical knowledge of proper sample collection procedures, minimizing the risk of errors and ensuring patient comfort.

The enthusiastic participation of our nursing and laboratory staff has made this session a great success.

Above and below: Team BD conducted this training program called "First Time Right - Get Samples Right, the First Time & Every Time."





Yenepoya Specialty Hospital conducting a comprehensive Basic Life Support training program for the dedicated fitness trainers of Kasharp Fitness in Mangalore.

Basic Life Support Training for Kasharp Fitness Trainers

On July 1st, 2023, Yenepoya Specialty Hospital conducted a comprehensive Basic Life Support training program for the dedicated fitness trainers

of Kasharp Fitness in Mangalore. This training was aimed at equipping the trainers with essential life-saving skills to ensure the safety and well-being of both clients and staff members in case of emergencies. Dr. Priya B Naik, Consultant Anaesthetist, and Intensivist, provided theory and practical hands-on sessions to all the participants presented. Ms Lalitha Sarojini and Ms Mary A T assisted in providing the training.

SOCIAL NEWS

YSH Celebrates Independence Day with Pride and Patriotism

On the occasion of Independence Day, a flag-hoisting ceremony was held at YSH on 15th August 2023. Mr. Prathisha Kotian, the General Manager of YSH, had the honour of hoisting the National flag as the Chief Guest. Core Managers, including Ms. Mamatha Balakrishna, Manager of Support Services; Mr. Prajwal, Deputy Hospital Operations Officer; and Mr. Jaison, Assistant HR Manager, escorted the chief guest to the flagpole. Also present on this important occasion were Ms. Sally AJ, Deputy Nursing Superintendent; Ms. Lalitha Sarojini, Assistant Nursing Superintendent; Nursing Supervisors, Ms. Jayanthi and Ms. Radhika and Security in Charge, Mr Abul Kalam . Faculty members from ZNC were present to

encourage the students to pay their respects to the national flag and to instill a sense of patriotism as Indians.

Hospital employees, and students' participation not only paid tribute to the national flag but also showed the patriotism as Indians.

Following the National anthem, sweets were distributed to all employees, patients, and patient bystanders to celebrate this moment of happiness.



Leading the Way: Dr. Khalida Parveen Adnan's Impact at ASPAC Lab Leaders' Summit

Dr. Khalida Parveen Adnan, the Director of Laboratory Services at Yenepoya Group of Hospitals, recently made a significant impact at the ASPAC Lab Leaders' Summit in Kuala Lumpur, Malaysia, which took place on September 26th and 27th, 2023. This summit brought together luminaries from 11 countries across the Asia-Pacific region and provided a platform for knowledge exchange and collaboration.

Dr. Khalida Parveen Adnan's presentation focused on a Kaizen project centred around Continuous Improvement, with a special emphasis on Critical Turnaround Time (TAT).



Dr. Khalida Parveen Adnan, the Director of Laboratory Services at Yenepoya Group of Hospitals, making an impactful presentation at the ASPAC Lab Leaders' Summit in Kuala Lumpur, Malaysia, which took place on September 26th and 27th, 2023.

We are immensely proud of Dr. Khalida Parveen Adnan's accomplishments and extend our heartfelt congratulations to her for this outstanding achievement. Her dedication, expertise, and commitment to excellence continue to shine brightly, serving as an inspiration to all of us at Yenepoya Group.

SOCIAL NEWS

YSH Marked International Paper Bag Day

In an effort to raise awareness among employees and contribute to reducing plastic waste, the hospital's cultural committee organized a Paper Bag Making Competition on 12 July 2023, in celebration of International Paper Bag Day.

The theme of the competition was Go Green with Paper Bags, Say No to Plastic Bags. The highest no of participants from various departments came forward to participate in this competition.

We recognized the participants' dedication to sustainable practices and their contribution to fostering a greener environment by presenting them with participation certificates.

Additionally, the top three participants were honoured with prizes for their exceptional contributions.



Participants showcasing their handmade creative paper bags with the General Manager.

- Third Prize - Ms. Harshitha, Health checkup
- Second Prize - Ms. Afnan Rahis, Radiology Technician
- First Prize - Ms Sharmila Hegde, ICU Staff Nurse



Celebrating culture and tradition at YSH

As majority of the hospital staff hails from Kerala, and in an effort to bring a homely atmosphere to those who may be missing their families during this occasion, YSH, in association with the Cultural Committee, celebrated Onam by organizing competitions and a cultural program. This festival has always filled our workplace with vibrant energy and a profound sense of unity.

To infuse the festive spirit, two exciting competitions were organized: the Cooking without Fire competition and the Pookalam Making competition.

Winning is an option, it's the participation that truly matters. Witnessing different departments come together to participate is a testament to our hospital's harmonious blend of talents and the spirit of collaboration.

To appreciate the efforts the best three were awarded with the goodies.

The Cooking without Fire competition was a standout event, offering a fascinating and unique experience. On 31st September Participants showcased their culinary skills, presenting a delightful array of mouth-watering dishes that made it difficult to judge.

- First Prize: Ms. Anitha Fernandes and Ms. Harshitha.
- Second Prize : Ms. Afnan and Ms. Chandrika from the Radiology Department.
- Third Prize: Mr. Ramachandra and Ms. Sharmila from the Cathlab.



Festive fervour at Yenepoya Speciality Hospital

The hospital was adorned with vibrant flower Pookalams, creating an immersive Onam atmosphere. This captivating competition took place on September 1, 2023, coinciding with our hospital's Onam celebration.

- First Prize: Ms. Thejawini and Ms. Wilma.
- Second Prize: Ms. Asha Kishore and Ms. Shwetha from the Laboratory department.
- Third Prize: Ms. Beena and Ms. Vidya.

The chief guest entry with the Maveli, the demon king was the center of attraction of the event. Dr Khalida Parveen Adnan graced the occasion as a chief guest. While addressing the gathering Dr Kahlida encouraged the gathering to work together towards the common goal of providing the utmost care to patients.

Drawing inspiration from the festival, which symbolizes the idea of bringing unity in diversity, Dr. Khalida Parveen Adnan emphasized that we should approach our work with the same enthusiasm. Just as Onam brings people from various backgrounds together, we must strive to improve our efforts to ensure that patient care remains our top priority. In doing so, we can create a harmonious and effective healthcare environment where diversity is celebrated, and the welfare of patients is paramount. A variety of Dance performances, an Ethnic Fashion show, and spot games truly made the celebration a memorable and culturally enriching experience for everyone in attendance. Finally, the sweet porridge, a traditional Onam delicacy, added a delicious touch to the festivities. ●