# Impact of TELEMEDICINE CENTRE on Society and Research on Usage of Technology / Video Conferencing in Medical Seva

A Project as a Course requirement for Sri Sathya Sai National Leadership Programme for Self-Transformation

**Rixit Pradhan, Saiprakash Lahiri, Saudip Santra, Soumyadip Choudhury & Suvrojyoti Chongdar**

SSSNLPST-2020-M069 / M075 / M087 / M093 / M101

Sri Sathya Sai Seva Organisations, India

In association

with Sri Sathya Sai Institute of Higher Learning

(Deemed to be University)

Vidyagiri, Prashanthi Nilayam Campus

December, 2020

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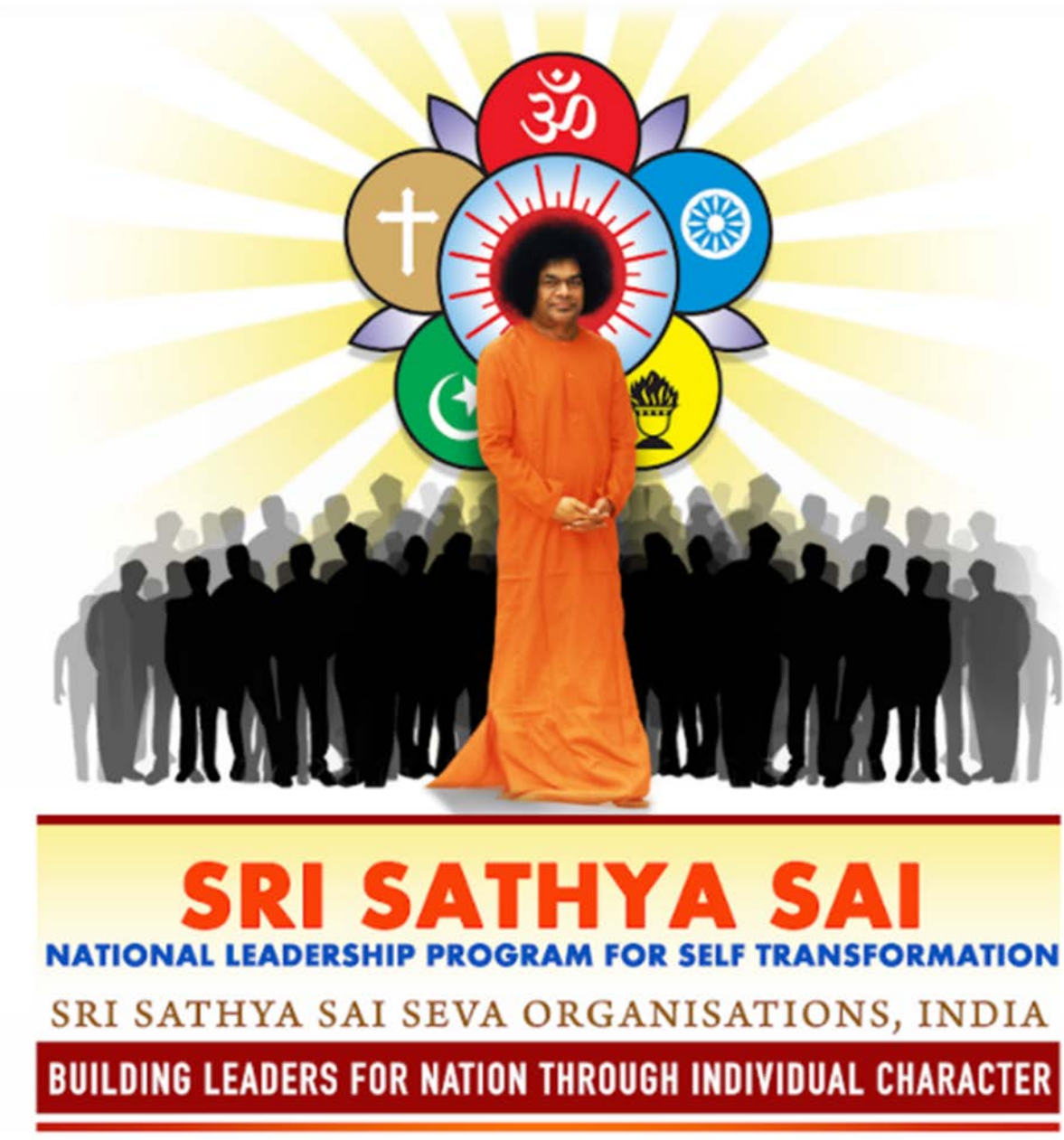


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WEST BENGAL

SRI SATHYA SAI NATIONAL LEADERSHIP PROGRAMME

FOR SELF TRANSFORMATION

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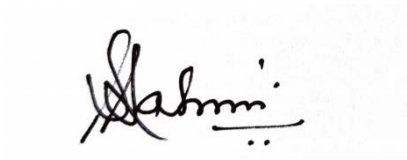
# CERTIFICATE

This is to certify that this Project titled “Impact of TELEMEDICINE CENTRE on Society and Research on Usage of Technology / Video Conferencing in Medical Seva” completed by the participants for the Sri Sathya Sai National Leadership Programme for Self-Transformation Batch 2020 from the STATE West Bengal, is a bonafide record of the original work done under the supervision of the undersigned as a Course requirement for the completion of the National Leadership Program.



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Sri Sujit Prasad Lahiri
(Project Director - SP)

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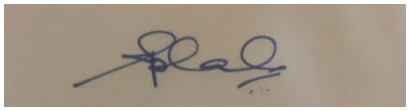
Pramod PV
(National Team Member)



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Sri Soham Prasad Lahiri
(State In-Charge for Telemedicine)

Place: West Bengal
Date: 20 December 2020

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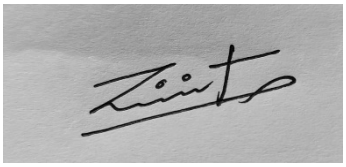
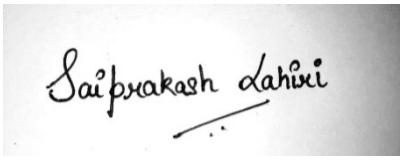
# DECLARATION

The Project titled “Impact of TELEMEDICINE CENTRE on Society and Research on Usage of Technology / Video Conferencing in Medical Seva” was carried out by the team under the supervision of the State President, the National Team Member, State Youth Coordinator for the Certificate Programme as a part of the Course requirement for Completion and has not formed the basis for the award of any degree, diploma or any other such title by this or any other University.



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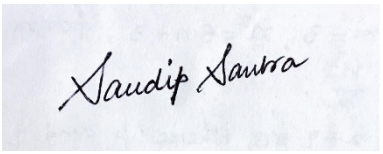
Rixit Pradhan SSSNLPST-2020-M069

Saiprakash Lahiri SSSNLPST-2020-M075

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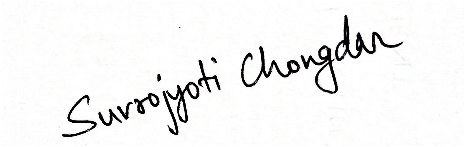
Saudip Santra Choudhury SSSNLPST-2020-M087




Soumyadip SSSNLPST-2020-M093

……..

Suvrojyoti Chongdar SSSNLPST-2020-M101

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# ACKNOWLEDGEMENTS

We dedicate this project to our Eternal Charioteer, Bhagawan Sri Sathya Sai Baba, who is the guiding force and source of all our endeavors.

We thank the Chairman & the Academic Board members for their complete support and providing this wonderful opportunity.

We thank the Registrar, the Controller of the Examinations, and the team of Experts from Sri Sathya Sai Institute of Higher Learning, for providing focused direction and encouragement to achieve our objectives.

We also thank the National Coordinators for Medical / Services / RVTC / Vidhya Jyothi / Bal Vikas and other National Team Members for spending their time providing support & guidance to the project report and at the same time giving valuable feedback.

A big thanks to the State President Sri Sujit Prasad Lahiri, for providing us with all the resources and being a pillar around which we could create our project.

We also like to thank the National Team Coordinator, Brother Pramod PV for his guidance on this project.

We would like to extend our gratitude to the State In-Charge for Telemedicine Sri Soham Prasad Lahiri for the most valuable support and feedback throughout our work.

We are deeply indebted to our family members, for instilling confidence and positive energy in us when it was most required.

Thanks a lot!

Jai Sairam!

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# 1 Project Summary

The Telemedicine Centre had it's inception when the respected All India President wrote to our respected State President on a letter dated April 9, 2007 regarding the flooding of Patients to the 2 Super Speciality Hospitals (Whitefield & Prasanthigram) from the Eastern States. Bhagawan himself had been asking the All India President to examine regarding this to help the patients in some manner which led to this Project which stands before us in the form of the Telemedicine Centre, Barrackpore.

ISRO helped us procure the necessary instruments and tools with the Divine Grace of Bhagawan. Necessary trainings were conducted, installations too were finished and handed over to the SSSSO, WB on July 28, 2007.

Two departments are currently functional namely Cardiology and Neurology, the details of which shall be provided in the Annexures & References below.

With a view of understanding, suggesting process improvements and analysing the impact financially and emotionally, we had planned to carry out a Project under the Sri Sathya Sai National Leadership Programme, with the consent of our State President and therefore approved by our respected All India President & the SSSNLPST Academic Board.

We believe every process after specific frequency needs to be analyzed, revised and necessary actions are made to be implemented in order to maintain standards with the changing times and modernization. With this mindset, we started our Project 3 months ago and faced various foreseen as well as unforeseen circumstances throughout this journey.

To our surprise, the Programme was so well planned and executed that we had possibly been guided and trained well enough beforehand to face these situations and how to deal with them virtually for 9 months straight helping us in a great manner.

We used the Work Breakdown Structure and the Gantt Chart to plan, monitor and execute every phase and task of the program which helped us to increase our efficiency.

Asking Swami's will to flow through us, we have tried our best offering every of our task to our Lord and Master and with his guidance, if he wills, it may have positive impact on the Telemedicine Centre and the society at large. After all it his work, and we are nothing but mere instruments in his Divine Mission.

Lastly, we would like to shed light on the most important aspect that we consider ourselves fortunate to be here offering our Gratitude, this Project and our entire Programme to the Lotus Feet of Swami who has been throughout and gave us this wonderful opportunity to be a part of such a Programme. For we firmly believe that "Without Him we cannot succeed and with Him we cannot fail."

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# 2 Objectives

- To Do Impact Analysis of the existing Telemedicine Centre in West Bengal on society,
- To suggest process improvements in the functioning of Telemedicine Centre
- To do a research on how technology can be used to take Medical Seva to the doorsteps of the needy and poor in these trying times of the global pandemic at a reasonable cost.

# 3 Scope

## 3.1 Within Scope (area, beneficiaries, timeline, others)

- **Analysis of existing data in the last 2 years**

- **Calculation of the financial impact and also the social and emotional quotient associated.**

Necessary calculations successfully carried out and mentioned under Annexures 10.3.

- **Interview of Patients utilizing/experienced this Seva**

- **Interview of Relatives of Patients**

- **Interview with the skilled and unskilled Sevadals participating in this Seva**

- **Involvement of the Team members in the Seva at least twice within the project timelines**

Could not accomplish this due to the Corona Pandemic, however, we will be attempting to carry forward this activity post the submission.

- **Research on using technology to take Medical Seva Online in these trying times**

Parked for future implementation, through with the Phase 1, likely to initiate it soon.

- **Live demonstration of doing a medical camp using technology researched and the processes used in the existing Telemedicine Centre as an example**

We are working on starting the Telemedicine Consultation soon and have had meetings with the concerned representatives regarding it and hope to get it started at the earliest.

## 3.2 Out of Scope (tasks not included in the Project Charter)

**Going forward with the Project, we realised it's significant and verily linked with the Sai Rehabilitation Program (SRP).**

Tried to get our hands on the MIS Database via our State Office but due to lack of time and unavoidable circumstances couldn't get our hands on it.

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# 4 Roles & Responsibilities (of team members)

| **Project Member** | **Roles & Responsibilities** |
|---|---|
| Sri Sujit Prasad Lahiri<br>(Project Director, State Presient, West Bengal) | ▪ Resource Allocation<br>▪ Assistance throughout<br>▪ Engage Stakeholders & Necessary Permissions Associated |
| Sri Pritam Sengupta<br>(Project Guide, State Youth Coordinator, West Bengal) | ▪ Monitoring & Controlling<br>▪ Aid throughout Processes<br>▪ Resource Management |
| Sri Pramod PV<br>( National Team Member Assigned ) | ▪ Mentor & Guide<br>▪ Helping hand throughout<br>▪ Clarifying Doubts |
| Sri Soham Prasad Lahiri<br>(Stakeholder, State In Charge / Telemedicine Centre, Barrackpore) | ▪ Resource Management<br>▪ Subject Matter Expertise<br>▪ Project Oversight & Support |
| Rixit Pradhan (Team Member) | ▪ Documentation & DTP<br>▪ Data interpretations<br>▪ Data Analytics |
| Saiprakash Lahiri (Team Member) | ▪ Preparation of Questionnaires<br>▪ Research on technology in trying times.<br>▪ Handling interviews |
| Saudip Santra (Team Member) | ▪ Financial Impact Analysis<br>▪ Gather resources from SME<br>▪ Resource Procurement |
| Soumyadip Choudhury (Team Member) | ▪ Preparation of Questionnaires<br>▪ Resource Procurement<br>▪ Handling interviews |
| Suvrojyoti Chongdar (Team Member) | ▪ Data Collection<br>▪ Emotional Impact Analysis<br>▪ Gather resources from SME |

**As a Team –** Prepared Project Charter, Setting up Calls & Video Conferences with Stakeholders.

**Organizing Committee –** Sri Sathya Sai National Leadership Program for Self Transformation (under SSSSO & SSSIHL)

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# 5 Project Flow (phase-wise details, using project checklist pointers provided earlier)

## 5.1 Phase 1: Conception & Initiation

Identification of a Project idea

Our respected State President helped us come up with this Project on the Telemedicine Centre of Barrackpore.

Discussion with State team about the Project feasibility

We had organised a meeting and fixed the Project where we had discussions about the Project feasibility and planning in the presence of our State President.

Sign off from the State team about the Project

No issues were faced and we could get a green signal from the State Team and the preparations of Project Charter were also started accordingly.

Sign off from NLP Academic board to Go-ahead

We had the Project Charter submitted by our respected State President to the SSSNLPST Academic Board and further to the All India President who therefore approved of our Project.

## 5.2 Phase 2: Definition & Planning

Creation of a Detailed Project plan (Work Break down structure)

We created a Detailed Project Plan with the help of the entire Team in consultation with the SME and the State In-charges.

Creation of a Budget plan for the Possible costs to be incurred in the Project

NA

Clear responsibility mapping of who does what in the project

We have strictly followed the Planning of the WBS which has been attached in 10.1.

Adherence to the Process for sending across regular updates about Project to responsible people in State/NLP Team

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We have used Emails to send updates to the SSSNLPST Team keeping in loop our State President and the National Team Member.

## 5.3 Phase 3 & Phase 4: Launch/Execution & Performance/Control

Start of the actual Project (Study project / Impact analysis/ Module development as Stated in Project Charter)

We started with a delay due to unavailable resources of procurement of Data by the State Team due to the strict orders by the Nation and the SSSSO, India. However, all tasks and scope have been tried to fulfil to our best possible extent. There is no deviation however we have failed to physically travel and experience the Seva by ourselves which was mentioned in the Project Charter.

Continuous evaluation of the (Undertaken) Project activities for adherence to Quality

Regular Fortnightly Updates on the SSSNLPST Email were provided by us along with the Gantt Chart.

Is there a deviation of the Project output from the (Initial) Stated Objectives & Course correction (If applicable)

There is no deviation but the execution of recommendations should have the Telemedicine Centre functional and can only be tried to be implemented once the Pandemic Phase is in control in our State.

Is the Project timelines being adhered to?

We have tried our level best to adhere to the Time as we had planned in the Phase 2 of the Project Management. However, for procuring the Data, due to the Pandemic, we exceeded the timeline. For everything else, we have adhered to the timeline.

The extension too was provided by the SSSNLPST Team of 5 days as well for Project Submission.

Is the Project Scope  being adhered to?

Yes, we have adhered to the Scope. But following the scope, we have more of recommendation parked for future implementation.

Is the Project cost being adhered to?

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NA, due to the Pandemic, we couldn't travel and hence there was no cost incurred.

Is their Clear documentation being done in connection with the Project updates & Monitoring?

Yes, we have followed the Gantt Chart and sent weekly updates to the SSSNLPST email every fortnightly.

## 5.4 Phase 5: Project Closure & Evaluation

Is there a significant impact this Project has created for the State?

We were not able to implement anything before physically visiting the Seva as of now and we do not know if the recommendations will be effective. We tried placed our recommendations keeping in loop various SME of the Telemedicine Centre and we hope that it does create an impact on our State and the nation as a whole.

Identification of the Lessons Learnt during the Project

Various lessons were learnt as a team which have been provided below in 8.1 in details.

Will the Project continue & Help the State Organisation, even after you/your team has moved onto another role?

The Project was aimed at achieving a higher goal however due to unavoidable circumstances, we couldn't physically go and attend the Seva. We have tried our level best to add value to the existing Seva of Telemedicine Centre. The recommendations may be implemented by the state authorities however it's always a trial and error scene in a Practical Project so it entirely depends.

It has further scope of research for the future.

Was there any Personal Transformation within yourself because of this Project?

There were various situations which helped us understand various things that have helped me understand our own self and in what manner we were lacking in various aspects.

We do not share the same transformation however, the Transformations if any are mentioned in 8.2.

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# 6 Resources and Tools Used (finance, manpower, hardware, software, technology, etc.)

**Manpower :**

Skilled Sevadals of the Telemedicine Centre

**Software :**

Zoom & Google Meet for effective Video Conferencing

MS Office for Editing, Desktop Publishing.

**Tools :**

Gantt Chart

Work Breakdown Structure

# 7 Project Recommendations

## 7.1 Recommendations implemented in the current project

NA

**Findings :**

- We were able to save Rs **1,56,13,530** (**One Crore Fifty Six Lakh Thirteen Thousand Five Hundred and Thirty Rupees**) for the Patients during the year 2018 & 2019. (The necessary file of the Calculations are attached in the Annexure 10.3.a)
- We as a state were the actual beneficiaries as we get the privilege of serving as prescribed by our Lord and Master.

## 7.2 Recommendations parked for future implementation/scale-up

- Free Telemedicine Consultation in our State in the near future.
- We the members would get more actively involved with the Telemedicine project in Barrackpore.
- We'll put in more efforts on supportive medical care like physiotherapy and emphasize on patient counselling.
- Though patient rehabilitation program is going on in the state, we as a team would put in an effort to reach out to each and every patient.

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- With the help of the MIS System of the Hospital, get the Monthly Database of Patients if possible and try to improve and strengthen the existing for trying to secure a 100% post-operative treatment mark in our state with the help of SSSSOWB and the Telemedicine Centre, Barrackpore.

# 8 Lessons Learnt (success & failure stories)

## 8.1 Collective learning (Project)

a. Work Breakdown Structure helped us a lot in carrying out our respective tasks without hindrances and lack of communication.

b. Sessions on Communication Skills helped us understand how and why communication is one of the key pillars for carrying forth a Project with a team.

c. A team can only function well when everyone carries out their designated tasks perfectly even with or without a leader.

d. It is very hard to stick to the timeframe hence the Work Breakdown Structure needs to be carefully planned and thought of very systematically task by task in order for the Project to be completed without a time constraint as the primary reason for incompletion of any sort.

## 8.2 Individual learning (Self Transformation)

| **Name** | **Self-Transformation**<br>*(Learning/Experiences during the Project Lifecycle)* |
|---|---|
| Rixit Pradhan | ▪ Understood the essence of various Touchstones that we need to live by.<br>▪ We shouldn't expect anything as do everything considering it as an opportunity given by the Lord to be of his service.<br>▪ Leadership is all about To Be rather than To Tell.<br>▪ Willpower is nothing but the result of the Constant contemplation and yearning for the Lord which is the prime criteria for Self Transformation.<br>▪ The real journey of SSSNLPST starts from the day of our Convocation rather than ends as it is time to put our knowledge |

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| | |
|---|---|
| | into practice as Swami often used to say – Knowledge without practice is meaningless. |
| Saiprakash Lahiri | ▪ First things first, I'd like to convey my heartfelt gratitude to our Beloved Master, Bhagawan Sri Sathya Sai Baba for blessing us with such a beautiful and unique program.<br>▪ Next, I would like to thank SSSSO India, SSSNLPST team under the leadership of Gopi sir, SSSIHL. And a special thanks to our Respected State President for approving my name.<br>▪ As great people often say, "what matters is the journey and not the destination". That has been the case with me for the past 9 months or so.<br>▪ What a divine journey it has been, starting from Puttaparthi in the March uptil here. This journey changed me as a person altogether. It has and is still helping me become a better version of myself, with each passing day.<br>▪ Praying to lord, that this unique program continues for years to come and keep on inspiring youths all over the country. |
| Saudip Santra | ▪ I am happy and grateful that I could be a part of this project. I learnt a lot about the finer details which goes into the preparation of a project and the tools to execute it.<br>▪ I got to learn an aspect of Sri Sathya Sai Organisation which impacts the society in a very positive way. |
| Soumyadip Choudhury | ▪ **The Satsangs** - During the course of SSSNLPST, we had beautiful sessions with so many eminent speakers. These sessions motivated me a lot and helped me to improve the various aspects of my life. I particularly remember the Satsang of ever-talented Shri. Sairam Iyer whose dual voice amused me and me being a singer inspired me to invest more time in music.<br>▪ **Dhyana Vahini Parayanam** - I regret to say that I was not able to read any of the Vahini series before the SSSNLPST program. The Dhyana Vahini Initiative has inspired me so |

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| | |
|---|---|
| | much that I can proudly say that after the completion of the Parayanam, I started reading and completing many other Vahinis.<br>▪ **Project Management Session** - This session has particularly inspired me because I was not at all interested in the corporate world but Project Management has not only pinned my interest in the corporate world but also has helped me in our projects.<br>▪ **Real-life experience from this course** - I recently joined a consultancy firm as a team leader. During this, one of my team members was very underperforming which I observed from the day he joined. I was supposed to report this to the management, but then I decided not to report but to train him more and give him much more time and attention. Sometimes I got very frustrated and I thought of not continuing this but I realized that he has potential and I tried to bring the best out of him. Now I can proudly say that he is one of the assets in my team. The transformation I observed in myself was 'perseverance' and this is because I learned this from my leadership course to see the best in people and never to back down on motivating someone even if he doesn't believe in himself. |
| Suvrojyoti Chongdar | ▪ To be a student of Sathya Sai Baba is one the most fortunate and cherished moment of one's life. With the Divine, himself as the guru, one can overcome the hurdles of life blind folded, if he walks on the said path of Sathya Sai Baba.<br>▪ I had a self transformative experience throughout the course of the program as it taught and guided as the various aspect of leading a Sai life.<br>▪ The Sai leadership team leaded by Sri Gopi Krishna undoubtedly gave their very best to make this program a success and the way they help and guided us throughout the course is definitely praise worthy and no word can suffice the |

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| | |
|---|---|
| | amount of dedication and hard work they did. They themselves were a source of inspiration and motivation for me and others. |

# 9 References (documents, links, etc.)

**Whitefield Hospital Telemedicine** - https://sssihms.org/telemedicine/

**Prasanthigram Hospital Telemedicine** - https://psg.sssihms.org.in/services/telemedicine

**Annual Report of West Bengal (SSSSO & SSST, WB) 2016-17** - https://static.ssssoindia.org/wp_uploads/2016/11/29075411/West-Bengal.pdf

**Vide files of Interviews –**

**Skilled Sevadal :** https://drive.google.com/file/d/1_u5H-Z6vkXkYAfT8zQzYgSxfNiSIn6uh/view?usp=sharing

**Skilled Technician :** https://drive.google.com/file/d/1v_e5APl4J3mjsHEDwirNoEIWVU6C4EY7/view?usp=sharing

# 10 Annexure

## 10.1 Detailed Project plan

WB - Gents - Phase 2 - Definition and Pl

Link also for reference : https://drive.google.com/file/d/1uaOrJlVulkGO9UKRQp9DwD77oVHZtHK0/view?usp=sharing

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## 10.2 Project Tracking Formats Used

Link for the Gantt Chart Excel sheet is provided below : (Format as provided by the SSSNLPST Team)

Gantt Chart WB (Gents).xlsx

Link also for reference :

https://drive.google.com/file/d/1B0zjbT8IQtA_BQzOr2ebY2aHE0MOYgZK/view?usp=sharing

## 10.3 Others (as needed by each project team!)

10.3.a **Financial Impact Analysis Report :**

Financial Impact with Calculations.dc

Link also for reference :

https://drive.google.com/file/d/1ZK3Mv-1af833U3G4FkcEfRIjtTePWQUB/view?usp=sharing

10.3.b **Emotional Impact Analysis :**

Emotional Impact of Telemedicine Cen

Link also for reference :

https://drive.google.com/file/d/1Y2DSkml0ZSGNmHdruceysJ_RGkvLuQDf/view?usp=sharing

10.3.c **Telemedicine Centre Database for 2018 & 2019 Districtwise Summary :**

TMC Final Data.xlsx

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Link also for reference :

https://drive.google.com/file/d/1RDKzxlQOXYj29h1JKYFIJb0T7sejy9iT/view?usp=sharing

10.3.d **Telemedicine Centre Database for 2018 & 2019 (Original File as received from the Telemedicine Centre) :**

2018 - Telemedicine Centre Data.xlsx

Link also for reference :

https://drive.google.com/file/d/1VKUPiQDZA5-Bv7bdb105Tm2dwKYY4g0E/view?usp=sharing

2019 - Telemedicine Centre Data.xlsx

Link also for reference :

https://drive.google.com/file/d/1OQ2ORnDVG3H4P9bfMKxa2u3JwchT7-vs/view?usp=sharing

10.3.e **SOP of Telemedicine Centre :**

TMC SOP.docx

Link also for reference :

https://drive.google.com/file/d/1yprHJ72rSLqGymcZbcnca4Aj9P0nV9Nv/view?usp=sharing

10.3.f **Free Telemedicine Consultation FAQ, Guidelines & Manuals :**

Free Telehealth Consultation - Refe

Link also for reference :

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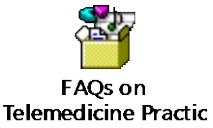
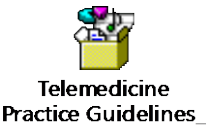
https://drive.google.com/file/d/1Uho_TtWOOWaVV4timoUlhregaxN8U4uT/view?usp=sharing




Link also for reference :

https://drive.google.com/file/d/1VzR6VRTKRI0a3Ok_cGd1vxcoeRezzCyG/view?usp=sharing




Link also for reference :

https://drive.google.com/file/d/1MVvOC8zsMYAWZ0VsbGJREskIORd97z_1/view?usp=sharing

10.3.g Questionnaires used for Interviews :

https://docs.google.com/document/d/1js9VrCYXLfjj7peBFo7UKissiRVdIHG7n2G4gVLjdmQ/edit?usp=sharing

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# “Jai Sai Ram”

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